

table. Multiple options will result in “0” marks.

1) Aisha is in search of a good job for this purpose she is calling to the prospective employers' unsolicited phone calls which is recognized as \_\_\_\_\_.

- A. Telesearch
- B. E-mail campaign
- C. Database service
- D. None of the given options

2) When delivering bad news to a customer, which of the following should you do?

- A. Apologize to the customer at least three times
- B. Speak in a serious and straightforward manner as rapidly as possible
- C. Focus on talking about solving the problem
- D. Establish immediately where the fault for the problem lies

3) Which of the following is one of the tips on establishing a bond with your customer?

- A. Provide service that is at least average or above
- B. Give them the pickle
- C. Show care and concern
- D. Avoid ever allowing another customer to see how you treat the special customer you have bonded with

4) Applying for a job is usually \_\_\_\_\_.

- A. Stressful
- B. Fun
- C. A straightforward, step-by-step standardized procedure
- D. Easy

## HUMAN RELATIONS

(MGMT 611)

FALL 2007

Total Marks: 10 Quiz NO.02

5) Which of the following is not a good tip for preparing for an interview?

- A. Do your homework
- B. Practice
- C. Arrive on time
- D. None of the above

6) Which one among the following is not a barrier to cross cultural relations?

- A. Ethnocentrism
- B. Intergroup Rather than Interpersonal Relationships
- C. Stereotypes in Intergroup Relations
- D. Applying Knowledge of Cultural Differences

7) Which of the following is not a characteristic of a good resume?

- A. Easy-to-read
- B. Well-organized
- C. Hand-written
- D. Accurate

8) To succeed in your career, you should not \_\_\_\_\_.

- A. Continue to learn new things
- B. Accept challenges

- C. Become a workaholic
- D. Change jobs when necessary

9) Ahmad use essential strategy for cultivating his peers, to function as a

\_\_\_\_\_.

- A. Team player
- B. Moderator
- C. Managers
- D. Interpreter

10) The most important reason employees resist change is \_\_\_\_\_.

- A. Change brings stress and discomfort
- B. The change is often not presented as a choice
- C. The change will require them modify or completely abandon their daily routines

## HUMAN RELATIONS

(MGMT 611)

FALL 2007

Total Marks: 10 Quiz NO.02

D. They hate the managers who are demanding the change

**To attempt a quiz, you are advised to submit your solution files (word documents) in the following shape / form.**

### MCQs

Q no. Selected option

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

## HRM611 Quizzes

**Solved and Composed by (Mehran Hassan Khan)**

Asma has feeling of disinterest with reference to her education, family and friends, it indicates which type of behavior.

- a)Apathetic
- b)Extrovert
- c)Aggressive
- d)All of he given options

**Two-income couples can manage the challenges of life if they:**

- a)Divide household tasks equitably
- b)Establish priorities and manage time carefully
- c)Deal with feeling of competitiveness
- d)All of the given options

**Which one of the following is NOT the sphere of life and happiness?**

- a) Financial health
- b) Emotional superficial states
- c) Work and career
- d) Spiritual life or belief system

**“Human relationships are based mainly on self-interest” is the focus point of:**

- a) Balance theory
- b) Social exchange theory
- c) Need theory
- d) Trait theory

**To succeed in your career, you should not:**

- a) Continue to learn new things
- b) Accept challenges
- c) Become a workaholic
- d) Change jobs when necessary

**Which of the following is NOT the logical step of developing a personal budget?**

- a) Establishing goals
- b) Getting the budget approved
- c) Carrying out the budget
- d) Evaluating the budget

**Which one of the following is NOT the component of career advancement model?**

- a) More emphasis on temporary leadership assignments
- b) Climbing the ladder of self-fulfillment
- c) More emphasis on vertical growth than horizontal growth
- d) Being promoted as much for learn-how as know-how

**Which one of following is suggested time management technique?**

- a) Make good use of technology
- b) Clean up and get organized
- c) Concentrate on one key task at a time
- d) All of the given options

**To develop a proactive personality you can attempt to be more of a self-starter and:**

- a) Learn to read people
- b) Develop social skills
- c) Learn to say no
- d) Take more initiative to solve problems

**Which one of the following theory indicates that our hormones direct us to sense or screen potential mates?**

- a) Biochemical
- b) Psychological
- c) Psychosocial
- d) Physiological

**Which one of the following resume formats is NOT commonly used?**

- a) Targeted resume
- b) T-form resume
- c) Functional resume
- d) Chronological resume

**Ahmad prepares a gimmickry resume for job finding, why he prepares this type of**

**resume?**

- a) To get the attention of the prospective employer
- b) To present skills in a creative form
- c) To focus on a specific job target
- d) To present facts in reverse chronological order

**Hamna frequently identifies opportunities and acts on them until she brings about change. Hamna likely to have a \_\_\_\_\_ personality.**

- a) Proactive
- b) Reactive
- c) Type B
- d) Type A

\_\_\_\_\_ test measures personal attributes and characteristics of an **individual**

- a) Personality
- b) Aptitude
- c) Interest
- d) Achievement

**Hasan has the capability to meet the requirements to get a particular job, which type of resume he will prepare.**

- a) Targeted résumé
- b) Creative resume
- c) Chronological résumé
- d) Functional résumé

**Aisha is in search of a good job for this purpose she is calling to the prospective employers" unsolicited phone calls which is recognized as \_\_\_\_\_.**

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**Ahmad use essential strategy for cultivating his peers, to function as a**

\_\_\_\_\_.

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- B. Moderator
- C. Managers
- D. Interpreter

**The most important reason employees resist change is \_\_\_\_\_.**

- A. Change brings stress and discomfort
- B. The change is often not presented as a choice
- C. The change will require them modify or completely abandon their daily routines

Ahmad prefers to invest all his savings in different businesses rather than on one business, it is known as \_\_\_\_\_ investments. **Diversity**

Now a day's bank and other financial-service firms offer relatively high rates through \_\_\_\_\_ mutual funds. **Money -Market**

Investment can be categorized into two basic types, lending money and \_\_\_\_\_. **Owning assets**

Buying a book, eating something like, watching favorite program on TV, going to a movie, or just having a stroll on the beach are all examples of rewarding yourself with little things which keeps you \_\_\_\_\_. **Good mood**  
\_\_\_\_\_ takes place when all your efforts fail to find a nice caring friend fail. **Quest fatigue**

According to \_\_\_\_\_ theory, love is an experience seated in the nonrational side of the brain. **Need for intimacy**

Fahim is not showing interest with his relatives and lacks emotions and feelings towards others; his condition is known as \_\_\_\_\_. **Apathy**

Demonstrating respect, fairness and courtesy in dealings with fellow workers is as important as other values, it is known as \_\_\_\_\_. **People value**

\_\_\_\_\_ are considered as the control on the behaviour of the workers under certain conditions. **Work ethics**

The manager of ABC organization serves his organization with competence, excellence, efficiency, objectivity and impartiality which are the part of

\_\_\_\_\_ Values. **Professional**

A \_\_\_\_\_ is a series of related job experiences that fit into a meaningful pattern. (career)

\_\_\_\_\_ is a systematic way of finding a job that suits one's circumstances and interests. (Job search)

\_\_\_\_\_ involves making unsolicited phone calls to prospective employers. (Telesearch)

The \_\_\_\_\_ approach gives the reader a tabular outline that how the applicant's background fits the position description. (T-form)

\_\_\_\_\_ is the first meeting between an employee and a prospective employer. (Resume)

The chronological résumé presents facts in \_\_\_\_\_ chronological order. (reverse)

\_\_\_\_\_ tests measure personal traits and characteristics that could be related to job performance. (Personality)

A \_\_\_\_\_ résumé is one with a novel format and design. (creative-style)

\_\_\_\_\_ are more important than technical skills. (Interpersonal skills)

\_\_\_\_\_ measure an applicant's capacity or potential for performing satisfactorily on the job, given sufficient training. (Aptitude tests)

Two basic types of Investments are \_\_\_\_\_ and owning assets.

**(Lending money)**

\_\_\_\_\_ assets are those that can be converted to cash relatively quickly. **(Liquid)**

\_\_\_\_\_ fatigue is the feeling of demoralization and disappointment that takes place when all your efforts at finding a nice caring friend fail. **(Quest)**

According to \_\_\_\_\_ theory, human relationships are based mainly on selfinterest. **(social exchange)**

In the biochemical theory, our \_\_\_\_\_ direct us to sense or screen potential mates. **(hormones)**

In an emerging social environment, \_\_\_\_\_ relationship will be more successful. **(non-possessive)**

\_\_\_\_\_ is the lack of feeling, emotion, interest or concern. **(Apathy)**

\_\_\_\_\_ are a set of standards that help to determine the difference between right or wrong. **(Ethics)**

Sinha in 1980 developed the concept of \_\_\_\_\_ leader. **(„nurturant task“)**

The five principles of psychological functioning were recommended by a popular psychologist named \_\_\_\_\_. **(Richard Carlson)**

\_\_\_\_\_ is the leading cause of poor productivity and career self-sabotage.

**Procrastination.**

Making unwanted phone calls to prospective employers is referred as \_\_\_\_\_.

**Telesearching**

\_\_\_\_\_ is the most effective technique for finding a job. **Networking**

\_\_\_\_\_ resume is mostly popular in our country. **chronological**

A time log is helpful in overcoming \_\_\_\_\_. **Time leak**

Question # 1 of 15 ( Start time: 07:48:35 PM ) Total Marks: 1

Workplace violence usually stems from: Resurrection recursion

Select correct option:

**Anger**

Failure

Disturbance

Displeasure

Workplace violence usually stems from anger.

Question # 2 of 15 ( Start time: 07:48:58 PM ) Total Marks: 1

Which one of the following stress is good because it makes you able to achieve something?

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

Question # 3 of 15 ( Start time: 07:49:32 PM ) Total Marks: 1

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

**Self worth**

Question # 4 of 15 ( Start time: 07:50:18 PM ) Total Marks: 1

Which of the following is listed as the number-one fastest growing occupation in 2000 - 2010?

Select correct option:

Medical assistants

**Computer engineer's application**

Computer support specialists

Computer Systems analysts

<http://www.dol.gov/wb/factsheets/hotjobs03.htm>

Question # 5 of 15 ( Start time: 07:51:05 PM ) Total Marks: 1

A basic theme of the Human Relations is that work and personal life: Select correct option:

Converge in later life

**Influence each other significantly**

Influence individually

Should be handled differently

Question # 6 of 15 ( Start time: 07:51:38 PM ) Total Marks: 1

Which theory illustrate that our hormones direct us to sense or screen potential mates?

Select correct option:

Physiological



Psychosocial  
Psychological  
**Biochemical**

**A Biochemical Explanation of Attractiveness**

**According to the biochemical theory, our hormones direct us to sense or screen potential mates.**

Question # 7 of 15 ( Start time: 07:52:23 PM ) Total Marks: 1

Unwritten set of expectations for group members is referred to as: Select correct option:

**Norms**

Synergy  
Performance standards  
Job descriptions

**F. Follow Groups Standards of Conduct**

To be a good co-worker, one has to adhere to **group norms**, the unwritten set of expectations for group members—what people ought to do.

Question # 8 of 15 ( Start time: 07:52:48 PM ) Total Marks: 1

Which of the following is NOT a part of the communication process?

Select correct option:

Encoding  
Decoding  
Feedback

**Accepting**

Question # 9 of 15 ( Start time: 07:53:14 PM ) Total Marks: 1

Informal transmission of information, scandal or rumor from person to person called:

Select correct option:

Gossip

**Grapevine communication**

Vertical communication  
Horizontal communication

Question # 10 of 15 ( Start time: 07:53:42 PM ) Total Marks: 1

A general rule to limit your total borrowing is to take \_\_\_\_\_ of monthly to home.

Select correct option:

**15-20%**

20-25%

10-20%

20-30%

**2.** Prepare a monthly spending plan to assess how much debt to assume. (A rule of thumb

is for debt

payments not to exceed 15 to 20 percent of monthly take-home pay, not including a home

mort gage.)

Question # 11 of 15 ( Start time: 07:54:20 PM ) Total Marks: 1

A nonverbal indicator that a person is lying likely to



be: Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

**Frequent rubbing of the nose**

Facial expressions that last about four or five seconds

Question # 12 of 15 ( Start time: 07:54:41 PM ) Total Marks: 1

Which of the following situation rises when demands are not met and pressure on individual is prolonged?

Select correct option:

**Stress**

Conflict

Clash

Disagreement

Question # 13 of 15 ( Start time: 07:55:04 PM ) Total Marks: 1

Which one of the following is a disposition to approach an idea, event, person, or an object?

Select correct option:

**Attitude**

Behavior

Perception

Ethics

Question # 14 of 15 ( Start time: 07:55:41 PM ) Total Marks: 1

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

Question # 15 of 15 ( Start time: 07:56:07 PM ) Total Marks: 1

Work and family conflict occurs when the individual has to perform:

Select correct option:

**Multiple roles**

Few roles

Tricky roles

Unexpected roles

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 1 of 15 ( Start time: 08:02:17 PM ) Total Marks: 1

Which one of the following suggestion can help to resolve conflict with spouses?

Select correct option:

Listen carefully and give feedback

Use more positive behaviors than negative

Be prepared to compromise

**All suggestions can be helpful**

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 2 of 15 ( Start time: 08:02:43 PM ) Total Marks: 1

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 2 of 15 ( Start time: 08:02:43 PM ) Total Marks: 1

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

Quiz Start Time: 08:02 PM

Time Left 82

sec(s)

Question # 3 of 15 ( Start time: 08:02:52 PM ) Total Marks: 1

Teams in organizations emphasize \_\_\_\_\_ communication.

Select correct option:

Downward

**Horizontal**

Upward

Diagonal

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 4 of 15 ( Start time: 08:03:14 PM ) Total Marks: 1

\_\_\_\_\_ between the personality and expectations of the organization, results into

some sort of stress.

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

**Disconnect or dissonance** between the personality and expectations of that organization,

<http://www.vustudents.net>

<http://www.vustudents.net>

results into some sort of stress. If you learn and adjust quickly to the new environment the stress is chanalized.

Quiz Start Time: 08:02 PM

Time Left 89

sec(s)

Question # 5 of 15 ( Start time: 08:03:42 PM ) Total Marks: 1

The basic principle in getting along with coworkers is to follow: Select correct option:

Written rules

Work standards

Safety rules

Group norms

To be a good co-worker, one has to adhere to **group norms**, the unwritten set of expectations for group members—what people ought to do.

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 6 of 15 ( Start time: 08:04:05 PM ) Total Marks: 1

Developing an action plan in goal setting is to:

Select correct option:

**Describe a method for achieve the goal**

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Adjust the difficulty of the goal

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 7 of 15 ( Start time: 08:04:22 PM ) Total Marks: 1

Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 8 of 15 ( Start time: 08:04:47 PM ) Total Marks: 1

To experience happiness and satisfaction, an individual should live in:

Select correct option:

**Present moment**

Facilities

Luxuries

Lavishness

<http://www.vustudents.net>

The fifth principle of psychological functioning is *the present moment*. The present moment is where most people find happiness and inner peace.

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 9 of 15 ( Start time: 08:05:10 PM ) Total Marks: 1

Which of the following is listed as the number-one fastest growing occupation in 2000 - 2010?

Select correct option:

Medical assistants

**Computer engineer's application**

Computer support specialists

Computer Systems analysts

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 10 of 15 ( Start time: 08:05:26 PM ) Total Marks: 1

Group behavior is dependent upon clear cut exchange of views among group members because:

Select correct option:

**It is important to understand the joint actions people perform when they are together.**

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality. None of the given options.

Quiz Start Time: 08:02 PM

Time Left 89

sec(s)

Question # 11 of 15 ( Start time: 08:06:20 PM ) Total Marks: 1

A sound long-term investment which has serious decline in value in recent years is: Select correct option:

Coins

**Gold**

Antiques

Bonds

**8. Gold Bullion.**

Gold has long been considered a sound long-term investment despite its serious decline

in value in recent

years.

Quiz Start Time: 08:02 PM

Time Left 89

sec(s)

Question # 12 of 15 ( Start time: 08:06:38 PM ) Total Marks: 1

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<http://www.vustudents.net>

In the process of \_\_\_\_\_ one should focus on the stimuli that are important, large and intense.

Select correct option:

Initial registration

Positive reinforcement

Overt perception

**Perceptual selection**

Quiz Start Time: 08:02 PM

Time Left 89

sec(s)

Question # 13 of 15 ( Start time: 08:07:08 PM ) Total Marks:

1 Which three types of resources, an organization need?

Select correct option:

**Physical, Financial, Human**

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

Quiz Start Time: 08:02 PM

Time Left 89

sec(s)

Question # 14 of 15 ( Start time: 08:07:20 PM ) Total Marks: 1

Which of the following is likely to damage a partnership relationship between the leader and his followers?

Select correct option:

Leader does not share vision with followers

Leader exerts a lot formal power in getting things done by the group

The leader sometime reshapes the facts to fit his needs and is less than honest

**All of the given options**

Quiz Start Time: 08:02 PM

Time Left 90

sec(s)

Question # 15 of 15 ( Start time: 08:07:52 PM ) Total Marks: 1

Which one of the following is NOT a technique for reducing Procrastination?

Select correct option:

Counter attack

Jump-start

Sub-divide the large task

**Professionalism**

Techniques for Reducing Procrastination

Being aware of the productivity consequences of procrastination is a good start for reducing procrastination. A few specific techniques are also helpful.

1. Cost of procrastination

2. Counter attack

3. Jump-start

4. Sub-divide the large task

5. Motivate yourself with rewards and punishments

6. WIFO (worst in first out)

7. Commitment to other people

8. Express positivity

Question # 1 of 15 ( Start time: 08:13:03 PM ) Total Marks: 1

Feelings of helpless and negative thinking are examples of \_\_\_\_\_ attitude.

Select correct option:

**Self-defeating**

Distress

Abnormal

Excessive guilt

Question # 2 of 15 ( Start time: 08:13:50 PM ) Total Marks: 1

A Person's views about his job and organization is shown by his/her:

Select correct option:

**Attitude**

Level of ability

Salary

Ethics

Question # 3 of 15 ( Start time: 08:14:26 PM ) Total Marks: 1

Which of following is a suggestion for dealing with difficult people?

Select correct option:

Listen and respond

Give ample feedback

Use humor

**The entire above are suggested ways**

Question # 4 of 15 ( Start time: 08:14:52 PM ) Total Marks: 1

According to a research \_\_\_\_\_ is the top happiest country.

Select correct option:

England

China

Germany

**Denmark**

According to a research Denmark is the top happiest country

Question # 5 of 15 ( Start time: 08:15:39 PM ) Total Marks: 1

According to a research \_\_\_\_\_ is the second happiest country.

Select correct option:

Denmark

**Germany**

China

England

Question # 6 of 15 ( Start time: 08:16:11 PM ) Total Marks: 1

Work and family conflict occurs when the individual has to perform:

Select correct option:

**Multiple roles**

Few roles

Tricky roles

Unexpected roles

Question # 7 of 15 ( Start time: 08:16:37 PM ) Total Marks: 1

Salesperson should try to create goodwill through:

Select correct option:

**Proper communication**

Suggestive Selling

Merchandise Knowledge

Cooperation

Question # 8 of 15 ( Start time: 08:17:08 PM ) Total Marks: 1

Hazrat Moosa belongs to the category of born leaders which is included in \_\_\_\_\_ theory.

Select correct option:

**Bigman**

Contingency

Trait

Exchange

Question # 9 of 15 ( Start time: 08:17:29 PM ) Total Marks: 1

Which of the following is a tendency to seek and enjoy social relationships with others?

Select correct option:

**Sociability**

Hostility

Resentment

Supremacy

Question # 1 of 15 ( Start time: 08:23:55 PM ) Total Marks: 1

Which of the following is a tendency to seek and enjoy social relationships with others?

Select correct option:

**Sociability**

Hostility

Resentment

Supremacy

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 2 of 15 ( Start time: 08:24:52 PM ) Total Marks: 1

The leading cause of poor productivity and career self-sabotage is:

Select correct option:

Nepotism

Sabotage

**Procrastination**

Overwhelming

The leading cause of poor productivity and career self-sabotage is **procrastination**, delaying a task for an invalid or weak reason. Even productive

people have problems with procrastination at times.

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 3 of 15 ( Start time: 08:25:19 PM ) Total Marks: 1



Achieving good cross-cultural relations is hampered somewhat by people's predisposition

to:

Select correct option:

Classify

**Discriminate**

Judge

Categorize

Achieving good cross-cultural relations is hampered by people's predisposition to discriminate.

Quiz Start Time: 08:23 PM Time Left 89

sec(s)

Question # 4 of 15 ( Start time: 08:25:43 PM ) Total Marks: 1

The government offers different types of secure investments to the public including:

Select correct option:

Treasury bills and treasury bonds

Treasury notes

Defense savings certificates

All of the given options

**3. Treasury Securities.**

The government offers different types of secure investments to the public: treasury bills, treasury notes, treasury bonds, defense savings certificates, etc.

Quiz Start Time: 08:23 PM Time Left 87

sec(s)

Question # 5 of 15 ( Start time: 08:26:03 PM ) Total Marks: 1

Which of the following country make more extensive use of body language as highcontext culture?

Select correct option:

**China**

France

Korea

Mexico

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 6 of 15 ( Start time: 08:26:24 PM ) Total Marks: 1

Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?

Select correct option:

Hair status

Weight status

Abilities

**All the characteristics included**

Quiz Start Time: 08:23 PM Time Left 87

sec(s)

Question # 7 of 15 ( Start time: 08:26:46 PM ) Total Marks: 1

Most people get promoted because:

Select correct option:

Of favoritism

**Efficient perform**

They take initiative to do more than what is expected

There are no other good employees in the company

Criterion for promotion should be the performance rather than personal likes or dislikes.

Quiz Start Time: 08:23 PM Time Left 89

sec(s)

Question # 8 of 15 ( Start time: 08:27:58 PM ) Total Marks: 1

Which one of the following keeps searching for more information before making a decision?

Select correct option:

**Perfectionist**

Rigid person

Intelligent

Flexible person

Quiz Start Time: 08:23 PM Time Left 87

sec(s)

Question # 9 of 15 ( Start time: 08:28:21 PM ) Total Marks: 1

Which one of the following would be considered as an organization?

Select correct option:

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 10 of 15 ( Start time: 08:28:50 PM ) Total Marks: 1

Which one of the following is NOT the reason of over spending of money?

Select correct option:

Shop Keeper is friendly

Enjoy shopping

Credit is accessible easily

**Having a long term**

**debt**

**Reasons for over spending**

Let us have a look at the reasons of over-spending of money.

**1. Shop Keeper is friendly**

Some times it so happens, that shopping mall or the environment or the salesperson is so friendly that

people spend unnecessarily on the things they do not need actually.

**2. Enjoy shopping**

Some people are spendthrift. They enjoy shopping. They spend money and get pleasure.

**3. Shopping as a social and group activity**

Some time people shop goods as a group activity. They waste money on buying goods unnecessarily.

**4. Desire for possessions**

Some people buy precious things for the sake of possession.

**5. Credit is available easily (use of credit card)**

In this age of credit card, people have developed the habit of spending money on unnecessary things.

Quiz Start Time: 08:23 PM Time Left 87

sec(s)

Question # 11 of 15 ( Start time: 08:29:22 PM ) Total Marks: 1

Unsatisfied needs motivate us until they:

Select correct option:

**Become satisfied**

Become discouraged

Direct to working hard

Direct to self-esteem

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 12 of 15 ( Start time: 08:29:43 PM ) Total Marks: 1

Which of the following is likely to damage a partnership relationship between the leader and his followers?

Select correct option:

Leader does not share vision with followers

Leader exerts a lot formal power in getting things done by the group

The leader sometime reshapes the facts to fit his needs and is less than honest

**All of the given options**

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 13 of 15 ( Start time: 08:30:03 PM ) Total Marks: 1

Which one of the following is NOT the characteristic of a group?

Select correct option:

Share common goals

**One sided interaction** Characterize

themselves as members

Belongingness to members

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 14 of 15 ( Start time: 08:30:30 PM ) Total Marks: 1

Leaders of effective groups share all of the following characteristics EXCEPT:

Select correct option:

**They have led successful groups in the past**

They provide direction and meaning to the people they are leading

They favor action and risk taking

They are purveyors of hope

Quiz Start Time: 08:23 PM Time Left 88

sec(s)

Question # 15 of 15 ( Start time: 08:31:25 PM ) Total Marks: 1 Networking implies helping others and doing all of the following EXCEPT: Select correct option:

Giving advice

Giving industry specific information

**Giving trade secrets**

Giving contacts

Question # 10 of 15 ( Start time: 08:34:12 PM ) Total Marks: 1

A gross deficiency in any one sphere detracts from:

Select correct option:

**Happiness**

Satisfaction

Agreement

Direction

**a gross deficiency in any one sphere detracts from happiness**

Question # 11 of 15 ( Start time: 08:35:09 PM ) Total Marks: 1

The two main components of self-esteem are:

Select correct option:

Self-respect and self-denial

Self-confidence and self-indulgence

**Self-efficacy and self-respect**

Self-denial and self-discipline

key elements to ask questions when identifying the root cause of a problem are: Select correct option:

**People, materials and methods**

Effects, consequences and results

Equipment and services, attitudes and motivations

Qualitative, quantitative and impartial factors

Question # 13 of 15 ( Start time: 08:36:22 PM ) Total Marks: 1

Which of the following is NOT recommended as a way of creating a strong presence?

Select correct option:

Get involved in high visibility projects

Get involved in teams

**Take hold on to your manager's favorite tasks**

Make constructive suggestions

Question # 14 of 15 ( Start time: 08:37:01 PM ) Total Marks: 1

All of the following are major dimensions of difference in cultural values

EXCEPT: Select correct option:

Individualism versus collectivism

Acceptance of power and authority

**Learned versus shared**

Materialism versus concern for others

Individualism vs. collectivism:

- 2. Acceptance of power and authority:
- 4. Materialism vs. concern for others:
- 4. Formality vs. informality:
- 5. Urgent time orientation vs. casual time orientation:
- 6. Work orientation vs. leisure orientation:
- 7. High context vs. low-context cultures:

Question # 15 of 15 ( Start time: 08:38:18 PM ) Total Marks: 1

Which of the following is a suggested way of building good relationships with customers?

Select correct option:

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

Question # 1 of 15 ( Start time: 08:42:51 PM ) Total Marks: 1

"You tell yourself that if you try again, something terrible will happen." Which term is used to depict above saying?

Select correct option:

**Fear narrative**

Career boomerang

Career portability

Risk taking

**fear narrative, in which you tell yourself that if you try again, something terrible will happen.**

Quiz Start Time: 08:42 PM Time Left 86

sec(s)

Question # 2 of 15 ( Start time: 08:44:01 PM ) Total Marks: 1

Unsatisfied needs motivate us until they:

Select correct option:

**Become satisfied**

Become discouraged

Direct to working hard

Direct to self-esteem

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 3 of 15 ( Start time: 08:44:39 PM ) Total Marks: 1

Which of following is a suggestion for dealing with difficult people?

Select correct option:

Listen and respond

Give ample feedback

Use humor

**The entire above are suggested ways**

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 4 of 15 ( Start time: 08:45:18 PM ) Total Marks: 1

Which one of the following is NOT the characteristic of a group?

Select correct option:

Share common goals

**One sided interaction** Characterize

themselves as members

Belongingness to members

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 5 of 15 ( Start time: 08:45:53 PM ) Total Marks: 1

Creativity takes place when \_\_\_\_\_ components come together.

Select correct option:

**Three**

Two

Four

One

Creativity takes place when three components come together: expertise, creative-thinking

skills,

and the right type of motivation. Expertise refers to the necessary knowledge to put facts

together

Quiz Start Time: 08:42 PM Time Left 85

sec(s)

Question # 6 of 15 ( Start time: 08:47:11 PM ) Total Marks: 1

Unwritten set of expectations for group members is referred to as:

Select correct option:

**Norms**

Synergy

Performance standards

Job descriptions

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 7 of 15 ( Start time: 08:48:06 PM ) Total Marks: 1

A sound long-term investment which has serious decline in value in recent years is:

Select correct option:

Coins

**Gold**

Antiques

Bonds

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 7 of 15 ( Start time: 08:48:06 PM ) Total Marks: 1

A sound long-term investment which has serious decline in value in recent years is:

Select correct option:

Coins

**Gold**

Antiques

Bonds

**Gold has long been considered a sound long-term investment despite its serious decline in value in recent years.**

Quiz Start Time: 08:42 PM Time Left 88

sec(s)

Question # 8 of 15 ( Start time: 08:49:27 PM ) Total Marks: 1

Workplace violence usually stems from:

Select correct option:

**Anger**

Failure

Disturbance

Displeasure

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 9 of 15 ( Start time: 08:49:52 PM ) Total Marks: 1

Visionary people who can guide their mentees through their past experiences called:

Select correct option:

**Mentors**

Change agent

Planner

Advisor

**E. Find a Mentor**

**Mentors are visionary people who can guide their mentees through their past experiences. Most successful**

**people have had one or more mentors during their career.**

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 10 of 15 ( Start time: 08:50:58 PM ) Total Marks: 1

An individual who develops a strong work ethic will:

Select correct option:

**Be strongly motivated**

Be qualified for a managerial position

Behave in a highly decent manner

Develop a learning-goal orientation

Quiz Start Time: 08:42 PM Time Left 86

sec(s)

Question # 11 of 15 ( Start time: 08:51:53 PM ) Total Marks: 1

Directing your \_\_\_\_\_ in a positive direction will enhance your happiness.

Select correct option:

**Thinking**

Mood

Present moment

Present moment

**thinking. Directing your thinking in a positive direction will enhance your**



**happiness.**

Quiz Start Time: 08:42 PM Time Left 86

sec(s)

Question # 12 of 15 ( Start time: 08:52:29 PM ) Total Marks: 1

Identify the major contributor to happiness.

Select correct option:

Attaining a goal per day

Leading the Net lifestyle

Having a regular recreation

**Leading a meaningful life**

Quiz Start Time: 08:42 PM Time Left 86

sec(s)

Question # 13 of 15 ( Start time: 08:53:53 PM ) Total Marks: 1

The key elements to ask questions when identifying the root cause of a problem are: Select correct option:

**People, materials and methods**

Effects, consequences and results

Equipment and services, attitudes and motivations

Qualitative, quantitative and impartial factors

Quiz Start Time: 08:42 PM Time Left 88

sec(s)

Question # 14 of 15 ( Start time: 08:54:33 PM ) Total Marks: 1

Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

**Awareness**

Perception

Quiz Start Time: 08:42 PM Time Left 87

sec(s)

Question # 15 of 15 ( Start time: 08:55:14 PM ) Total Marks: 1

Which of the following is NOT the type of psychological tests that are used in selecting employees?

Select correct option:

**Attitude tests**

Interest tests

Personality tests

Achievement tests

Quiz Start Time: 09:00 PM

Time Left 87

sec(s)

Question # 1 of 15 ( Start time: 09:00:19 PM ) Total Marks: 1

Employees who endeavor to ensure the proper, effective and efficient use of organizational resources have:

Select correct option:

## **Professional values**

Democratic values

Ethical values

People values

## **Professional values**

**Serving with competence, excellence, efficiency, objectivity and impartiality comes**

**under professional**

**values. Employees shall Endeavour to ensure the proper, effective and efficient use**

**of organizational**

**resources.**

Quiz Start Time: 09:00 PM

Time Left 86

sec(s)

Question # 2 of 15 ( Start time: 09:00:52 PM ) Total Marks: 1

A basic theme of the Human Relations is that work and personal life:

Select correct option:

Converge in later life

**Influence each other significantly**

Influence individually

Should be handled differently

Quiz Start Time: 09:00 PM

Time Left 89

sec(s)

Question # 3 of 15 ( Start time: 09:01:28 PM ) Total Marks: 1 According to a research \_\_\_\_\_ is the second happiest country.

Select correct option:

Denmark

**Germany**

China

England

Quiz Start Time: 09:00 PM

Time Left 89

sec(s)

Question # 4 of 15 ( Start time: 09:02:00 PM ) Total Marks: 1

Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:

Select correct option:

**Internet dependence**

Internet professional

Internet customer

Internet fond

Quiz Start Time: 09:00 PM

Time Left 89

sec(s)

Question # 5 of 15 ( Start time: 09:02:20 PM ) Total Marks:

1 Negotiation may takes place:

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

Quiz Start Time: 09:00 PM

Time Left 89

sec(s)

Question # 6 of 15 ( Start time: 09:02:39 PM ) Total Marks: 1

Directing your \_\_\_\_\_ in a positive direction will enhance your happiness.

Select correct option:

**Thinking**

Mood

Present moment

Present moment

Quiz Start Time: 09:00 PM

Time Left 89

sec(s)

Question # 7 of 15 ( Start time: 09:03:05 PM ) Total Marks: 1

The most frequently satisfied need is:

Select correct option:

**Safety and security .**

Esteem

Belongingness and love

Self-actualization

Quiz Start Time: 09:00 PM

Time Left 87

sec(s)

Question # 8 of 15 ( Start time: 09:03:30 PM ) Total Marks: 1 Creativity

takes place when \_\_\_\_\_ components come together.

Select correct option:

**Three**

Two

Four

One

Quiz Start Time: 09:00 PM

Time Left 89

sec(s)

Question # 9 of 15 ( Start time: 09:03:50 PM ) Total Marks: 1

Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?

Select correct option:

Hair status

Weight status

Abilities

**All the characteristics included**

Quiz Start Time: 09:00 PM

Time Left 87

sec(s)

Question # 10 of 15 ( Start time: 09:04:08 PM ) Total Marks: 1

Which of the following is likely to damage a partnership relationship between the leader and his followers?

Select correct option:

Leader does not share vision with followers

Leader exerts a lot formal power in getting things done by the group

The leader sometime reshapes the facts to fit his needs and is less than honest

**All of the given options**

Quiz Start Time: 09:00 PM

Time Left 88

sec(s)

Question # 11 of 15 ( Start time: 09:04:41 PM ) Total Marks: 1

Which one of the following is NOT an example of self defeating behavior?

Select correct option:

Disorganization

Excessive guilt

Losing temper

**Proactive**

Quiz Start Time: 09:00 PM

Time Left 88

sec(s)

Question # 12 of 15 ( Start time: 09:05:16 PM ) Total Marks: 1

The way people perceive and identify us, is best described by which of the following terms:

Select correct option:

**Perceived Self**

Projected Self

Private Self

Self-concept

Quiz Start Time: 09:00 PM

Time Left 88

sec(s)

Question # 13 of 15 ( Start time: 09:05:53 PM ) Total Marks: 1

The actions or reactions of an individual in response to external or internal stimuli is called:

Select correct option:

Attitude

**Behavior**

Perception

Ethics

Quiz Start Time: 09:00 PM

Time Left 88

sec(s)

Question # 14 of 15 ( Start time: 09:06:26 PM ) Total Marks: 1

Ayesha is known for walking the talk, or showing consistency between her words and her

actions. Ayesha has developed a reputation for:

Select correct option:

Self-confidence

Emotional intelligence

**Trustworthiness**

High energy

**2. Trustworthiness:**

Both leaders themselves and group members believe that being honest and sustaining trust, are important.

Today's cliché is that leaders *walk the talk*.

Quiz Start Time: 09:00 PM

Time Left 88

sec(s)

Question # 15 of 15 ( Start time: 09:07:01 PM ) Total Marks: 1

"Ali evaluates himself as one of the efficient, excellent and strong employee in the organization" This statement is the best description of which of the following?

Select correct option:

**Self perception**

Self worth

Self love

Self respect

Quiz Start Time: 09:09 PM Time Left 88

sec(s)

Question # 1 of 15 ( Start time: 09:09:47 PM ) Total Marks: 1

All of the following personality traits can easily stimulate stress EXCEPT:

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

Quiz Start Time: 09:09 PM Time Left 88

sec(s)

Question # 2 of 15 ( Start time: 09:10:30 PM ) Total Marks: 1

Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?

Select correct option:

Hair status

Weight status

Abilities

**All the characteristics included**

Quiz Start Time: 09:09 PM Time Left 88

sec(s)

Question # 3 of 15 ( Start time: 09:10:47 PM ) Total Marks: 1

All of the following are major dimensions of difference in cultural values EXCEPT:

Select correct option:

Individualism versus collectivism

Acceptance of power and authority

**Learned versus shared**

Materialism versus concern for others

Quiz Start Time: 09:09 PM Time Left 88

sec(s)

Question # 4 of 15 ( Start time: 09:11:14 PM ) Total Marks: 1

Identify which test measures the applicant's knowledge and skills.

Select correct option:

Personality

**Achievement**

Aptitude

Interest

1. Achievement tests sample and measure the applicant's knowledge and skills.

2. Aptitude tests measure an applicant's capacity or potential for performing satisfactorily

on the job,

given sufficient training.

3. Personality tests measure personal traits and characteristics that could be related to job

performance.

4. Interest tests measure preferences for engaging in certain job activities.

5. Honesty tests measure tendencies toward telling the truth. Such tests can be in paper and pencil

Quiz Start Time: 09:09 PM Time Left 85

sec(s)

Question # 5 of 15 ( Start time: 09:11:53 PM ) Total Marks: 1

Which one of the following stress is good because it makes you able to achieve something?

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

Quiz Start Time: 09:09 PM Time Left 79

sec(s)

Question # 6 of 15 ( Start time: 09:12:40 PM ) Total Marks: 1

Feeling competent to cope with the basic challenges in life and of being valuable of happiness is called:

Select correct option:

**Self-esteem**

Egotism

Wishful thinking

Self efficacy

Quiz Start Time: 09:09 PM Time Left 86

sec(s)

Question # 7 of 15 ( Start time: 09:13:15 PM ) Total Marks: 1

Ali is valued by his employer because of the way he handles complaints. It is likely that Ali:

Select correct option:

Lets his boss solve his complaints

Goes to his boss's boss with his complaints

Gets his coworkers involved with his complaints

**Backs up complaints with action plans ( not sure)**

Quiz Start Time: 09:09 PM Time Left 87

sec(s)

Question # 8 of 15 ( Start time: 09:13:59 PM ) Total Marks: 1

Creativity takes place when \_\_\_\_\_ components come together.

Select correct option:

**Three**

Two

Four

One

Quiz Start Time: 09:09 PM Time Left 83

sec(s)

Question # 9 of 15 ( Start time: 09:14:19 PM ) Total Marks: 1

Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

Quiz Start Time: 09:09 PM Time Left 71

sec(s)

Question # 10 of 15 ( Start time: 09:14:42 PM ) Total Marks: 1

Give importance first one of the following while choosing a

career. Select correct option:

**Experience**

Money

Income

Life style

**In your first job, opt for experience first and money second**

Question # 11 of 15 ( Start time: 09:15:35 PM ) Total Marks: 1

There should be knowledge of self \_\_\_\_\_ while planning a career.

Select correct option:

Strength

Opportunities



Power

**Strengths and weaknesses**

Quiz Start Time: 09:09 PM Time Left 79

sec(s)

Question # 12 of 15 ( Start time: 09:16:05 PM ) Total Marks: 1

Strong and close relations are found in \_\_\_\_\_ group.

Select correct option:

**Primary**

Secondary

Formal

Informal

Quiz Start Time: 09:09 PM Time Left 82

sec(s)

Question # 13 of 15 ( Start time: 09:16:41 PM ) Total Marks: 1

Attitudes are an important part of human relations because they are linked to:

Select correct option:

Perception

Motivation

**Relationships**

All of the given options

Quiz Start Time: 09:09 PM Time Left 87

sec(s)

Question # 14 of 15 ( Start time: 09:17:42 PM ) Total Marks: 1

Work and family conflict occurs when the individual has to perform:

Select correct option:

**Multiple roles**

Few roles

Tricky roles

Unexpected roles

Quiz Start Time: 09:09 PM Time Left 83

sec(s)

Question # 15 of 15 ( Start time: 09:17:55 PM ) Total Marks: 1

Sajid demonstrates effective self-management by:

Select correct option:

Working to get her way in interactions with others

Blaming others when things go wrong

**Acting with honesty and integrity on a consistent basis**

Dropping projects that are too frustrating

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 1 of 15 ( Start time: 09:23:25 PM ) Total Marks: 1

Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

**Anxiety**

Hopelessness

Narcolepsy

Gloominess

Anxiety is a feeling of distress or uneasiness caused by fear of an imagined problem.

Quiz Start Time: 09:23 PM Time Left 86

sec(s)

Question # 2 of 15 ( Start time: 09:24:04 PM ) Total Marks: 1

To develop a good relationship with your manager or team leader you should:

Select correct option:

Act like you enjoy your work

Continue your education

**Perform your job well**

Bring your manager coffee every morning

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 3 of 15 ( Start time: 09:24:41 PM ) Total Marks: 1

All of the following are the rational steps for the development of a personal budget

EXCEPT:

Select correct option:

Establishing goals

**Getting the budget approved**

Carrying out the budget

Evaluating the budget

**Steps in budget making**

Developing a budget can be divided into a series of logical steps.

**Establishing goals**

You should keep in mind your goals while establishing a budget so that you could make the best use of your money.

**1. Estimating income**

First of all estimate your income and then plan the spending of money. You should be aware of the total

amount that you have in order to develop realistic budget.

**2. Estimating expenses**

Do this by keeping careful track of current spending.

**3. Comparing expenses and income.**

Remember that the true profit from your labor is the difference between your net income and total

expenses. If you spend all your money and you are left with nothing, it is not sensible.

You must save

something for unseen expenses that may arise in future.

**4. Carrying out the budget**

Try to spend money according to your budget. If you spend more than the expected amount on various

things, then it is no use of making budget.

**6. Evaluating the Plan**

A budget usually needs reworking until it fits your needs. You can evaluate your

budget time to time.

9:25 PM

Quiz Start Time: 09:23 PM Time Left 87

sec(s)

Question # 4 of 15 ( Start time: 09:26:03 PM ) Total Marks: 1

What kind of personality is usually associated with stress?

Select correct option:

**Type A**

Type B

Inner directed

Traditional

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 5 of 15 ( Start time: 09:26:39 PM ) Total Marks: 1

Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with \_\_\_\_\_.

Select correct option:

Data

Things

**People**

Information

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 6 of 15 ( Start time: 09:27:11 PM ) Total Marks: 1

Ali is valued by his employer because of the way he handles complaints. It is likely that Ali:

Select correct option:

Lets his boss solve his complaints

Goes to his boss's boss with his complaints

Gets his coworkers involved with his complaints

**Backs up complaints with action plans**

Quiz Start Time: 09:23 PM Time Left 89

sec(s)

Question # 7 of 15 ( Start time: 09:27:58 PM ) Total Marks: 1

Directing your \_\_\_\_\_ in a positive direction will enhance your happiness.

Select correct option:

**Thinking**

Mood

Present moment

Present moment

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 8 of 15 ( Start time: 09:28:21 PM ) Total Marks: 1

The government offers different types of secure investments to the public including:

Select correct option:

Treasury bills and treasury bonds

Treasury notes

Defense savings certificates

**All of the given options**

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 9 of 15 ( Start time: 09:28:47 PM ) Total Marks: 1

One must keep in mind the following to manage anger EXCEPT:

Select correct option:

Express your anger before it reaches a high intensity

**Hesitant to express anger**

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 10 of 15 ( Start time: 09:29:30 PM ) Total Marks: 1

Which one of the following is NOT a technique for reducing Procrastination?

Select correct option:

Counter attack

Jump-start

Sub-divide the large task

**Professionalism**

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 11 of 15 ( Start time: 09:30:02 PM ) Total Marks: 1

A significant fact about culture is that it is:

Select correct option:

Learned and kept private

**Learned and shared**

Shaped mostly through genetics Acquired

mostly through formal education

Culture is a learned and shared system of knowledge, beliefs, values, attitudes, and norms

Quiz Start Time: 09:23 PM Time Left 89

sec(s)

Question # 12 of 15 ( Start time: 09:30:37 PM ) Total Marks: 1

Which one of the following is NOT the reason of over spending of money?

Select correct option:

Shop Keeper is friendly

Enjoy shopping

Credit is accessible easily

**Having a long term**

**debt**

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 13 of 15 ( Start time: 09:31:04 PM ) Total Marks: 1

Hamna frequently identifies opportunities and acts until she brings about change. Which

type of personality she has?

Select correct option:

**Proactive**

Inner directed

Type B

Type A

**J. Develop a Proactive Personality**

An active agent in taking control of forces around him or her stands a better chance of capitalizing on

opportunities. A **proactive personality** is a person relatively unconstrained by forces in the situation and

who brings about environmental change. Managers prefer proactive employees because

they take the

initiative to take care of problems.

Quiz Start Time: 09:23 PM Time Left 87

sec(s)

Question # 14 of 15 ( Start time: 09:31:50 PM ) Total Marks: 1

The characteristics of creative workers include:

Select correct option:

Personality

Knowledge

Intellectual abilities

**All of the given options**

Quiz Start Time: 09:23 PM Time Left 88

sec(s)

Question # 15 of 15 ( Start time: 09:32:10 PM ) Total Marks: 1

If somebody happens to meet a road accident, nobody bothers to stop and look after him.

It demonstrates the:

Select correct option:

Group apathy

Private apathy

**Social apathy ( not sure)**

Public apathy

Apathy and society

Apathy is permeating in our society increasingly. Suppose, if somebody happens to meet a road accident,

nobody bothers to stop and look after him.

Question # 1 of 15 ( Start time: 09:36:28 PM ) Total Marks: 1

All of the following are major dimensions of difference in cultural values EXCEPT:

Select correct option:

Individualism versus collectivism

Acceptance of power and authority

**Learned versus shared**

Materialism versus concern for others

Question # 2 of 15 ( Start time: 09:36:43 PM ) Total Marks: 1

On a continuum of dominance, people tend to be either:

Select correct option:

**Low dominating or high dominating**

High dominating

Low dominating

Dominance

Question # 3 of 15 ( Start time: 09:37:15 PM ) Total Marks: 1

A person is able to perform better in which stress:

Select correct option:

Work

**Positive**

Negative

Emotional

Question # 4 of 15 ( Start time: 09:37:34 PM ) Total Marks: 1

If an individual has no concern of the political activities that who is being elected in elections, it is the sign of:

Select correct option:

Compassion

Passivity

Empathy

**Apathy**

Question # 5 of 15 ( Start time: 09:38:28 PM ) Total Marks: 1

Companies gain the edge when, in addition to having an educated workforce, employees

have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

Question # 6 of 15 ( Start time: 09:39:13 PM ) Total Marks: 1

Ali has the ability of good human relations skills EXCEPT:

Select correct option:

See things from the other person's viewpoint

**Be resentful of others**

Instigate to build and maintains relationships

Understand the expectations of others

Question # 7 of 15 ( Start time: 09:39:54 PM ) Total Marks: 1

Which of the following is NOT recommended as a way of creating a strong presence?

Select correct option:

Get involved in high visibility projects

Get involved in teams

**Take hold on to your manager's favorite tasks**

Make constructive suggestions

Question # 8 of 15 ( Start time: 09:40:12 PM ) Total Marks: 1

Cyber networking includes:

Select correct option:

Newsgroups

Mailing lists, SMS

Chat rooms and e-mail

**All of the given options**

**Cyber networking includes newsgroups, mailing lists, chat rooms, and e-mail.**

Question # 9 of 15 ( Start time: 09:40:40 PM ) Total Marks: 1

Visionary people who can guide their mentees through their past experiences called:

Select correct option:

**Mentors**

Change agent

Planner

Advisor

Question # 10 of 15 ( Start time: 09:40:59 PM ) Total Marks: 1

The ages of \_\_\_\_\_ are the most crucial in developing and strengthen your feelings about yourself.

Select correct option:

**12-18**

13-16

11-14

10-13

Question # 11 of 15 ( Start time: 09:41:17 PM ) Total Marks: 1

Mostly personal problems emerge through self-defeating:

Select correct option:

**Attitudes and behaviors**

Approach

Actions

Activities

Question # 12 of 15 ( Start time: 09:41:45 PM ) Total Marks: 1

Which of the following situation rises when demands are not met and pressure on individual is prolonged?

Select correct option:

**Stress**

Conflict

Clash

Disagreement

Question # 13 of 15 ( Start time: 09:42:02 PM ) Total Marks: 1

Nonverbal communications are:

Select correct option:

**Neither spoken nor written**

Only written

Only spoken

Not real communications

Question # 14 of 15 ( Start time: 09:42:22 PM ) Total Marks: 1

Hamna is fast moving, hardworking, impatient and preoccupied with work, she has:



Select correct option:

**Type A personality**

Traditional personality

Type B personality

Other directed personality

Question # 15 of 15 ( Start time: 09:42:43 PM ) Total Marks: 1

How might you use information about cultural differences to improve interpersonal relationships on the job?

Select correct option:

**To recognize that a person's national values might influence his or her behavior**

To learn which people from other cultures you should avoid completely

To get people from other cultures to work harder

Many cultures consider themselves to be at the center of the world

**Applying Knowledge of Cultural Differences;**

**The key principle to recognizing cultural differences is to be alert to these differences, and to be sensitive to**

**how they could affect your dealing with people. To improve interpersonal relationships on the job,**

**recognize that a person's national values might influence his or her behaviour.**

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 1 of 15 ( Start time: 09:44:56 PM ) Total Marks: 1

Good relationships build due to proper:

Select correct option:

Resume

**Communication**

Behavior

Attitude

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 2 of 15 ( Start time: 09:45:36 PM ) Total Marks: 1

An employee who wants to be a good team player should:

Select correct option:

Avoid giving information and opinions to others

Avoid asking for favors from other team members

Keep jokes to himself or herself

**Provide emotional support to group members**

Quiz Start Time: 09:44 PM Time Left 88

sec(s)

Question # 3 of 15 ( Start time: 09:46:25 PM ) Total Marks: 1

\_\_\_\_\_ between the personality and expectations of the organization, results into

some sort of stress.

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 4 of 15 ( Start time: 09:46:54 PM ) Total Marks: 1

Which type of skills are more likely to be bypassed for promotion or terminated than for poor technical skills?

Select correct option:

**Interpersonal skills**

Intrapersonal skills

Mechanical skills

Special skills

**Workers are more likely to be bypassed for promotion or terminated for poor interpersonal skills than for poor technical skills.**

Quiz Start Time: 09:44 PM Time Left 86

sec(s)

Question # 5 of 15 ( Start time: 09:47:44 PM ) Total Marks: 1

According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

Select correct option:

**Cognitive restructuring**

Optimistic approach

Grievance Procedure

Negotiation

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 6 of 15 ( Start time: 09:48:29 PM ) Total Marks: 1

Which of the following is NOT one of the steps in the communication process?

Select correct option:

Transmission over communication media

Decoding message

Encoding message

**Noise**

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 7 of 15 ( Start time: 09:49:06 PM ) Total Marks: 1

A significant feature of the \_\_\_\_\_ career path is that people are more likely to advance by moving sideways than moving up.

Select correct option:

**Horizontal**

Lateral

Vertical

Diagonal

A horizontal career path is slightly easier to predict than a vertical one. A significant feature of the

horizontal career path is that people are more likely to advance by moving sideways than moving up.

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 8 of 15 ( Start time: 09:49:53 PM ) Total Marks: 1

A basic theme of the Human Relations is that work and personal life:

Select correct option:

Converge in later life

**Influence each other significantly**

Influence individually

Should be handled differently

Quiz Start Time: 09:44 PM Time Left 88

sec(s)

Question # 9 of 15 ( Start time: 09:50:20 PM ) Total Marks: 1

Which one of the following suggestion can help to resolve conflict with spouses?

Select correct option:

Listen carefully and give feedback

Use more positive behaviors than negative

Be prepared to compromise

**All suggestions can be helpful**

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 10 of 15 ( Start time: 09:50:45 PM ) Total Marks: 1

Which of the following is a suggestion for building good relationships with coworkers?

Select correct option:

Maintain honest and open relationships

Make other people feel important

Be a team player

**The entire above are suggested ways**

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 11 of 15 ( Start time: 09:51:18 PM ) Total Marks: 1

Creativity takes place when \_\_\_\_\_ components come together.

Select correct option:

**Three**

Two

Four

One

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 12 of 15 ( Start time: 09:51:46 PM ) Total Marks: 1

An individual who develops a strong work ethic will:

Select correct option:

**Be strongly motivated**

Be qualified for a managerial position

Behave in a highly decent manner

Develop a learning-goal orientation

Quiz Start Time: 09:44 PM Time Left 86

sec(s)

Question # 13 of 15 ( Start time: 09:52:21 PM ) Total Marks: 1

Which one of the following is NOT the suggested technique for reducing procrastination?

Select correct option:

Follow the WIFO principle

**Don't commit to other people**

Express a more positive attitude about your intentions

Motivate yourself with rewards and punishment

Quiz Start Time: 09:44 PM Time Left 87

sec(s)

Question # 14 of 15 ( Start time: 09:53:02 PM ) Total Marks: 1

Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?

Select correct option:

Forcing

Avoiding conflict

**Compromising**

Accommodating

Quiz Start Time: 09:44 PM Time Left 88

sec(s)

Question # 15 of 15 ( Start time: 09:53:42 PM ) Total Marks: 1

To develop a good relationship with your manager or team leader you should:

Select correct option:

Act like you enjoy your work

Continue your education

**Perform your job well**

Bring your manager coffee every morning

Question # 1 of 15 ( Start time: 10:00:03 PM ) Total Marks: 1

Which three types of resources, an organization need?

Select correct option:

**Physical, Financial, Human**

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

Question # 2 of 15 ( Start time: 10:00:18 PM ) Total Marks: 1

According to a research \_\_\_\_\_ is the second happiest country.

Select correct option:

Denmark

**Germany**

China

England

Question # 3 of 15 ( Start time: 10:00:34 PM ) Total Marks: 1

\_\_\_\_\_ is the ability to develop good ideas that can be put into action.

Select correct option:

Aptitude

**Creativity**

Proficiency

Skill

<http://www.vustudents.net>

Question # 4 of 15 ( Start time: 10:01:14 PM ) Total Marks: 1

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

Question # 5 of 15 ( Start time: 10:01:30 PM ) Total Marks: 1

Which one of the following affected by the environment, family, norms and values of society?

Select correct option:

**Personality**

Culture

Traditions

Customs

Question # 6 of 15 ( Start time: 10:01:57 PM ) Total Marks: 1

A social group towards which an individual feels opposition or a desire to compete is called:

Select correct option:

In group

**Out group**

Reference group

Secondary group

Question # 7 of 15 ( Start time: 10:02:20 PM ) Total Marks: 1

Which of the following strategy can help to overcome self defeating attitude?

Select correct option:

Examine yourself and make the necessary changes

Stop blaming others for your problems and cursing Fate

Some personal problem

**All of the given options**

Question # 8 of 15 ( Start time: 10:02:42 PM ) Total Marks: 1

Ayesha is known for walking the talk, or showing consistency between her words and her

actions. Ayesha has developed a reputation for:

Select correct option:

Self-confidence

Emotional intelligence

**Trustworthiness**

High energy

Question # 9 of 15 ( Start time: 10:03:01 PM ) Total Marks: 1

Good relationships build due to proper:

Select correct option:

Resume

**Communication**

Behavior

Attitude

Question # 10 of 15 ( Start time: 10:03:12 PM ) Total Marks: 1

Identify the major contributor to happiness.

Select correct option:

Attaining a goal per day

Leading the Net lifestyle

Having a regular recreation

**Leading a meaningful life**

Question # 11 of 15 ( Start time: 10:04:02 PM ) Total Marks: 1

A nonverbal indicator that a person is lying likely to be:

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

**Frequent rubbing of the nose**

Facial expressions that last about four or five seconds

Question # 12 of 15 ( Start time: 10:04:21 PM ) Total Marks: 1

During the last few years, large-company stocks have returned about 20 percent annually

and corporate bonds about:

Select correct option:

**12-15 percent**

10-14 percent

13-15 percent

11-14 percent

**Relative Return of Stocks and Bonds**

During the last few years, large-company stocks have returned about 20 percent annually,

and corporate

bonds about 12-15 percent.

Question # 13 of 15 ( Start time: 10:05:13 PM ) Total Marks: 1

A \_\_\_\_\_ is a small semi-conscious message we send with a powerful impact on the receiver.

Select correct option:

Channel

Communication

Flow **Microinequity**

Question # 14 of 15 ( Start time: 10:05:30 PM ) Total Marks: 1

Which of the following is NOT recommended as a way of creating a strong presence?

Select correct option:

Get involved in high visibility projects

Get involved in teams

**Take hold on to your manager's favorite tasks**

Make constructive suggestions

Question # 15 of 15 ( Start time: 10:05:44 PM ) Total Marks: 1

The meanings which I want to communicate to the viewers are known as:

Select correct option:

**Intended meanings**

Pure meanings

Perceived meanings

Dictionary meanings

Quiz Start Time: 10:07 PM Time Left 85

sec(s)

Question # 1 of 15 ( Start time: 10:07:41 PM ) Total Marks: 1

During electronic brainstorming, suggestions from group members are:

Select correct option:

Accumulate in a file for review at a later time

**Entered into the computer and seen by other group members**

Edited automatically for spelling and grammar

Approach through the cellular phone

Quiz Start Time: 10:07 PM Time Left 88

sec(s)

Question # 2 of 15 ( Start time: 10:08:21 PM ) Total Marks: 1

The extent to which an individual has broad interests and is willing to take risks called:

Select correct option:

Emotional stability

Extroversion

Conscientiousness

**Openness to experience**

Quiz Start Time: 10:07 PM Time Left 84

sec(s)

Question # 3 of 15 ( Start time: 10:08:53 PM ) Total Marks: 1

A study of 300 happy marriages revealed that the most frequently mentioned reason for such bliss was having a generally:

Select correct option:

Both have decision making power

Show concern on each other

Equal opportunities for each other

**Positive attitude toward each other**

**The Importance of choosing a spouse carefully**

**A study of 300 happy marriages revealed that the most frequently mentioned reason**

**for such bliss was**

**having a generally positive attitude toward each other.**

Quiz Start Time: 10:07 PM Time Left 88

sec(s)

Question # 4 of 15 ( Start time: 10:09:28 PM ) Total Marks: 1

Which one of the following can be enhanced by improving work habits relating to procrastination?

Select correct option:

Achievement

Interest

**Productivity**

Services

**The productivity can be enhanced by improving work habits relating to procrastination.**

Quiz Start Time: 10:07 PM Time Left 86

sec(s)

Question # 5 of 15 ( Start time: 10:09:53 PM ) Total Marks: 1

Companies gain the edge when, in addition to having an educated workforce, employees

have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

Quiz Start Time: 10:07 PM Time Left 88

sec(s)

Question # 6 of 15 ( Start time: 10:10:30 PM ) Total Marks: 1

Which one of the following is NOT the reason of over spending of money?

Select correct option:

Shop Keeper is friendly

Enjoy shopping

Credit is accessible easily

**Having a long term debt**

Quiz Start Time: 10:07 PM Time Left 88

sec(s)

Question # 7 of 15 ( Start time: 10:11:11 PM ) Total Marks: 1

Negative attitudes disrupt the process of:

Select correct option:

Conflict

**Change**

Effort

Production

Quiz Start Time: 10:07 PM Time Left 88

sec(s)

Question # 8 of 15 ( Start time: 10:11:42 PM ) Total Marks: 1

Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

**Non verbal**



Verbal

Unwritten

Quiz Start Time: 10:07 PM Time Left 87

sec(s)

Question # 9 of 15 ( Start time: 10:12:10 PM ) Total Marks: 1

Which one of the following is the primary principle of effective time management?

Select correct option:

Organizing

**Planning**

Leading

Performing

**The primary principle of effective time management is planning;**

Quiz Start Time: 10:07 PM Time Left 84

sec(s)

Question # 10 of 15 ( Start time: 10:12:47 PM ) Total Marks: 1

Which of the following is a form of depression that develops during the hot and humid?

Select correct option:

Obsessive-Compulsive Disorder

**Seasonal Affective Disorder**

Neurobiological Disorders

Attention Deficit Disorder

Seasonal Affective Disorder (SAD) is a form of depression that develops during the hot and humid

season and disappears as the weather becomes pleasant.

Quiz Start Time: 10:07 PM Time Left 87

sec(s)

Question # 11 of 15 ( Start time: 10:13:35 PM ) Total Marks: 1

Which of the following is NOT the type of psychological tests that are used in selecting employees?

Select correct option:

**Attitude tests**

Interest tests

Personality tests

Achievement tests

Quiz Start Time: 10:07 PM Time Left 87

sec(s)

Question # 12 of 15 ( Start time: 10:14:11 PM ) Total Marks: 1

One can only be happy if one has the desire and intention to be happy like:

Select correct option:

Endeavor to change the way you look at things.

Devote some time to reading a few pages of an inspiring book

Each day do something good for yourself.

**All of the given options**

Quiz Start Time: 10:07 PM Time Left 87

sec(s)

Question # 13 of 15 ( Start time: 10:15:09 PM ) Total Marks: 1

Identify the major contributor to happiness.

Select correct option:

Attaining a goal per day

Leading the Net lifestyle

Having a regular recreation

**Leading a meaningful life**

Quiz Start Time: 10:07 PM Time Left 88

sec(s)

Question # 14 of 15 ( Start time: 10:15:58 PM ) Total Marks: 1

According to research which of the following percentage reveals that all business communication fails to achieve the intended purposes.

Select correct option:

**70 percent**

40 percent

65 percent

80 percent

**Various**

**research studies have revealed that as much as 70 percent of all business communication fails to achieve the intended purposes.**

Quiz Start Time: 10:07 PM Time Left 88

sec(s)

Question # 15 of 15 ( Start time: 10:16:46 PM ) Total Marks: 1

Attaining the twin goals of organizational rewards and personal satisfaction show:

Select correct option:

Personal success

Organizational success

**Career success**

Success

The new model of career advancement fits a definition of **career success** as attaining the

twin goals of

organizational rewards and personal satisfaction.

Quiz Start Time: 10:23 PM Time Left 85

sec(s)

Question # 1 of 15 ( Start time: 10:23:01 PM ) Total Marks: 1

To develop a good relationship with your manager or team leader you should:

Select correct option:

Act like you enjoy your work

Continue your education

**Perform your job well**

Bring your manager coffee every morning

Quiz Start Time: 10:23 PM Time Left 80

sec(s)

Question # 2 of 15 ( Start time: 10:23:28 PM ) Total Marks: 1

According to which technique, you mentally convert negative aspects into positive ones

by looking for positive elements in a situation?

Select correct option:

**Cognitive restructuring**

Optimistic approach

Grievance Procedure

Negotiation

Quiz Start Time: 10:23 PM Time Left 79

sec(s)

Question # 3 of 15 ( Start time: 10:24:01 PM ) Total Marks: 1

Ferhat is able to channelized the pressure to perform the task, that pressure is called:

Select correct option:

**Positive stress**

Negative stress

Distress

Chronic Stress

Quiz Start Time: 10:23 PM Time Left 79

sec(s)

Question # 4 of 15 ( Start time: 10:24:29 PM ) Total Marks: 1

Emotional intelligence generally compacted with the ability to:

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

Quiz Start Time: 10:23 PM Time Left 80

sec(s)

Question # 5 of 15 ( Start time: 10:24:57 PM ) Total Marks: 1

From management point of view, Human Relations are very important because it contributes to:

Select correct option:

**Organizational effectiveness**

Equality among the workers

High turnover of employees

Control over employees

Quiz Start Time: 10:23 PM Time Left 79

sec(s)

Question # 6 of 15 ( Start time: 10:25:18 PM ) Total Marks: 1

A key factor contributing to a positive impression is:

Select correct option:

Develop passion and pride

Accomplishment

**Projecting a sense of control**

Develop a professional code of ethics

Quiz Start Time: 10:23 PM Time Left 73

sec(s)

Question # 7 of 15 ( Start time: 10:26:50 PM ) Total Marks: 1

A recommended approach to networking is to keep a list of at least \_\_\_\_ people whom you contact at least once a month, even by e-mail, SMS, or phone call.

Select correct option:

**25**

15

10

30

**A**

**recommended approach to networking is to keep a list of at least 25 people whom you contact at least once**

**a month, even by e-mail, SMS, or phone call.**

Quiz Start Time: 10:23 PM Time Left 78

sec(s)

Question # 8 of 15 ( Start time: 10:27:50 PM ) Total Marks: 1

All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

**De-emphasize nonverbal communication**

Observe cultural differences in manners/customs

**More steps to improve Cultural Relations:**

. Be alert to cultural differences in customs and behavior.

. Use straightforward language and speak slowly and clearly.

. When the situation is appropriate, speak in the language of the people from another culture. If you speak a

few words in the language of others it will leave a good impression on him/her

. Observe cultural differences in manners/customs.

. Be sensitive to differences in nonverbal communication. (The American thumb and finger symbol for

“OK” is particularly hazardous.)

. Do not be diverted by style, accent, grammar, or personal appearance.

. Listen for understanding, not for agreement or disagreement.

. Be attentive to individual differences in appearance.

Quiz Start Time: 10:23 PM Time Left 79

sec(s)

Question # 9 of 15 ( Start time: 10:28:34 PM ) Total Marks: 1

Which one of the following stress is good because it makes you able to achieve something?

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

Quiz Start Time: 10:23 PM Time Left 82

sec(s)

Question # 10 of 15 ( Start time: 10:29:03 PM ) Total Marks: 1

Which of the following is likely to be perceived as NOT being a team player?

Select correct option:

Avoid backstabbing

Share the glory

Establish trust

**Give opinions that pleases team members even if know it's not true**

Quiz Start Time: 10:23 PM Time Left 79

sec(s)

Question # 11 of 15 ( Start time: 10:29:41 PM ) Total Marks: 1

Which one of the following is NOT an example of self defeating behavior?

Select correct option:

Disorganization

Excessive guilt

Losing temper

**Proactive**

Quiz Start Time: 10:23 PM Time Left 80

sec(s)

Question # 12 of 15 ( Start time: 10:30:08 PM ) Total Marks: 1

"The way you present your personality in front of others" is best described by which of the following terms:

Select correct option:

Perceived Self

Private Self

**Projected Self**

Self-concept

Quiz Start Time: 10:23 PM Time Left 75

sec(s)

Question # 13 of 15 ( Start time: 10:31:03 PM ) Total Marks: 1

Which of the feeling can harm the relationship of the two-income family?

Select correct option:

Arguing

Passivity

Compromising

**Competitiveness**

**2. Deal with feelings of competitiveness. This feeling can harm the relationship.**

Quiz Start Time: 10:23 PM Time Left 77

sec(s)

Question # 14 of 15 ( Start time: 10:32:35 PM ) Total Marks: 1

Which kind of values influences decision making at every step?

Select correct option:

Personal

Social

**Personal and social**

Collective and personal

Quiz Start Time: 10:23 PM Time Left 80

sec(s)

Question # 15 of 15 ( Start time: 10:33:21 PM ) Total Marks: 1

Sobia should try to take remedial measures to address the issue of apathy through:

Select correct option:

Physical exercise

Enjoy activities

Get organized

**Follow all of the above remedial measures**

Question # 1 of 15 ( Start time: 10:36:38 PM ) Total Marks: 1

Which of the following is a suggested way of building good relationships with customers?

Select correct option:

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

Question # 2 of 15 ( Start time: 10:37:19 PM ) Total Marks: 1

In which model of career advancement, an individual would strive to be promoted to a management or leadership position.

Select correct option:

Traditional

Alternative

Modern

**None of the given options**

Question # 3 of 15 ( Start time: 10:39:06 PM ) Total Marks: 1

Which one of the following can be enhanced by improving work habits relating to procrastination?

Select correct option:

Achievement

Interest

**Productivity**

Services

Question # 4 of 15 ( Start time: 10:39:31 PM ) Total Marks: 1

Which of the following is listed as the number-one fastest growing occupation in 2000 - 2010?

Select correct option:

Medical assistants

**Computer engineer's application**

Computer support specialists

Computer Systems analysts

Question # 5 of 15 ( Start time: 10:40:23 PM ) Total Marks: 1

When you did not find creative solution to a problem despite concentrated effort, a recommended tactic is to:

Select correct option:

Take a brief break from problem solving

Lock yourself in the work area until the problem is resolved

Drop the problem, and look for another problem to solve

**Engage in brain writing**

Question # 6 of 15 ( Start time: 10:41:20 PM ) Total Marks: 1

Ahmad must consider the following steps while establishing goals for budgeting process EXCEPT:

Select correct option:

Decide on your needs and wants

Short-term and long-term frame

**Ignore the time frame for your budget**

Goal setting process

Question # 7 of 15 ( Start time: 10:42:16 PM ) Total Marks: 1

All of the following factors help to control the external environment EXCEPT:

Select correct option:

Your gestures projects self assurance

Make positive assertions

Performance is the indicator of potentials

**Avoid broad experience**

**Important tips to control external environment**

Let us discuss some points that help control external environment.

1. Manager sees performance as a measure of potential, not potential as a measure

of performance. Try to

perform well as the performance is the indicator of your potential.

2. Appearing physically fit is a part of success image. Success syndrome also includes your physical fitness,

health and pleasant behaviour. It leaves a good impression on the people around you.

3. Make your gestures project self-assurance and purpose. People would like to be a

member of your team,

if your gestures show self-assurance.

4. Make positive assertions such as "This is a demanding assignment and I welcome

the challenge".By

doing this, not only you enhance your confidence, it energizes the people around you.

Question # 8 of 15 ( Start time: 10:43:09 PM ) Total Marks: 1

Which of the following resume formats consider worthy to apply for a job?

Select correct option:

Microsoft Front Page

**Microsoft Word**

Email document

Microsoft Publisher

Question # 9 of 15 ( Start time: 10:43:29 PM ) Total Marks: 1

If an individual has no concern of the political activities that who is being elected in elections, it is the sign of:

Select correct option:

Compassion

Passivity

Empathy

**Apathy**

Question # 10 of 15 ( Start time: 10:43:55 PM ) Total Marks: 1

Workplace violence usually stems from:

Select correct option:

**Anger**

Failure

Disturbance

Displeasure

Two key elements of a personal financial plan are \_\_\_\_\_ and budget.

Select correct option:

Funds

Capital

Mission statement

**Financial goals**

**Two key elements of the plan are financial goals and a budget.**

Question # 12 of 15 ( Start time: 10:48:06 PM ) Total Marks: 1

As a result of reengineering, work processes are:

Select correct option:

**Radically redesigned and simplified**

Turned over to outside companies

Made much more complex

Restricted by computer programs

**Getting rid of unproductive work is part of reengineering in which work processes**

**are radically redesigned and simplified**

Nonverbal communications are:

Select correct option:

**Neither spoken nor written**

Only written

Only spoken

Not real communications

Question # 14 of 15 ( Start time: 10:49:06 PM ) Total Marks: 1

The increase of knowledge contributes to creativity because knowledge:

Select correct option:

Can be alternate for insight

**Supplies the building blocks for generating and combining ideas**

Avoid too much mental flexibility

Allows for the development of a traditional mental set

Question # 15 of 15 ( Start time: 10:50:09 PM ) Total Marks: 1

The cognitive process, in which an individual selects, organizes and gives meaning to environmental stimuli called:



Select correct option:

Intelligence

**Perception**

Reasoning

Emotion

Quiz Start Time: 10:53 PM Time Left 81

sec(s)

Question # 1 of 15 ( Start time: 10:53:49 PM ) Total Marks: 1

During electronic brainstorming, suggestions from group members are:

Select correct option:

Accumulate in a file for review at a later time

**Entered into the computer and seen by other group members**

Edited automatically for spelling and grammar

Approach through the cellular phone

Quiz Start Time: 10:53 PM Time Left 79

sec(s)

Question # 2 of 15 ( Start time: 10:54:09 PM ) Total Marks: 1

Which approach focus on our tendency to copy the beliefs and behaviors of others?

Select correct option:

**Social approaches**

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

Quiz Start Time: 10:53 PM Time Left 77

sec(s)

Question # 3 of 15 ( Start time: 10:54:38 PM ) Total Marks: 1

Share of ownership in the corporations by buying and selling universal stocks is called:

Select correct option:

Stock prices

Stock exchange

Stock market

**Common stock**

**5. Common Stocks.**

Investing in stocks usually means buying and selling common stocks. Most mutual funds

invest in common

stocks. Stock prices rise and fall over such tangible factors as the price of oil, fluctuations

in interest rates,

and outbreaks of disease.

Quiz Start Time: 10:53 PM Time Left 79

sec(s)

Question # 4 of 15 ( Start time: 10:55:37 PM ) Total Marks: 1

When someone is in love or in affectionate relationship with someone, one feels secure and satisfied. It depicts which theory?

Select correct option:

## **Need for intimacy theory**

Balance theory

Social exchange theory

Need Theory

## **Need for intimacy**

According to the theory of need for intimacy, love is an experience seated in the nonrational side of the

brain. People generally have a strong need for intimacy, love and affection. When someone is in love or in

affectionate relationship with someone, one feels secure and satisfied. Harry Stack Sullivan's definition of

Love and affection is relevant here:

Quiz Start Time: 10:53 PM Time Left 86

sec(s)

Question # 5 of 15 ( Start time: 10:56:59 PM ) Total Marks: 1

Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?

Select correct option:

Forcing

Avoiding conflict

**Compromising**

Accommodating

Quiz Start Time: 10:53 PM Time Left 79

sec(s)

Question # 6 of 15 ( Start time: 10:57:24 PM ) Total Marks: 1

What kind of personality is usually associated with stress?

Select correct option:

**Type A**

Type B

Inner directed

Traditional

Quiz Start Time: 10:53 PM Time Left 77

sec(s)

Question # 7 of 15 ( Start time: 10:58:01 PM ) Total Marks: 1

Networking implies helping others and doing all of the following EXCEPT: Select

correct option:

Giving advice

Giving industry specific information

**Giving trade secrets**

Giving contacts

Quiz Start Time: 10:53 PM Time Left 87

sec(s)

Question # 8 of 15 ( Start time: 10:58:44 PM ) Total Marks: 1

Which of the following is a suggested way to achieve high-level customer service?

Select correct option:

Be helpful rather than defensive when a customer complains  
Invite the customer back  
Avoid rudeness

**All are the suggested ways**

Quiz Start Time: 10:53 PM Time Left 82

sec(s)

Question # 9 of 15 ( Start time: 10:59:06 PM ) Total Marks: 1

Organized clubs and committees are example of:

Select correct option:

**Emergent Groups**

Work Groups

Social Groups

Out group

Quiz Start Time: 10:53 PM Time Left 80

sec(s)

Question # 10 of 15 ( Start time: 10:59:53 PM ) Total Marks: 1

Hasan has the capability and meet the requirements to get a particular job, which type of

resume he will prepare?

Select correct option:

**Targeted resume**

Creative resume

Chronological resume

Functional resume

Quiz Start Time: 10:53 PM Time Left 79

sec(s)

Question # 11 of 15 ( Start time: 11:00:19 PM ) Total Marks: 1

Which one of the following can be enhanced by improving work habits relating to procrastination?

Select correct option:

Achievement

Interest

**Productivity**

Services

Quiz Start Time: 10:53 PM Time Left 80

sec(s)

Question # 12 of 15 ( Start time: 11:00:54 PM ) Total Marks: 1

Attitudes are an important part of human relations because they are linked to:

Select correct option:

Perception

Motivation

Relationships

**All of the given options**

Quiz Start Time: 10:53 PM Time Left 68

sec(s)

Question # 13 of 15 ( Start time: 11:01:49 PM ) Total Marks: 1

Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.

Select correct option:

**Sociability**

Supremacy

Reflexive

Directive

Quiz Start Time: 10:53 PM Time Left 81

sec(s)

Question # 14 of 15 ( Start time: 11:02:41 PM ) Total Marks: 1

Which of the following is a suggestion for building good relationships with coworkers?

Select correct option:

Maintain honest and open relationships

Make other people feel important

Be a team player

**The entire above are suggested ways**

Quiz Start Time: 10:53 PM Time Left 78

sec(s)

Question # 15 of 15 ( Start time: 11:03:21 PM ) Total Marks: 1

The major factor behind self-defeating attitude and behavior is:

Select correct option:

**Negative thinking**

Disorganization

Poor Planning

Losing temper

Quiz Start Time: 11:04 PM

Time Left 90

sec(s)

Question # 1 of 15 ( Start time: 11:05:01 PM ) Total Marks: 1

Strategies for improving ones self-confidence generally work well unless the person has deep-root feeling of:

Select correct option:

Superiority

Inferiority

**Fear**

Authority

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 2 of 15 ( Start time: 11:06:42 PM ) Total Marks: 1

Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with \_\_\_\_\_.

Select correct option:

Data

Things

**People**

Information

Quiz Start Time: 11:04 PM

Time Left 87

sec(s)

Question # 3 of 15 ( Start time: 11:07:15 PM ) Total Marks: 1

Behavior modification can sometimes be applied successfully through:

Select correct option:

Rewards

Punishment

**Rewards and punishment**

Motivation

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 4 of 15 ( Start time: 11:07:48 PM ) Total Marks: 1

To study the customer which thing is needed?

Select correct option:

Pay attention to the behavior

Dressing

Style of the customer

**All of the given options**

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 5 of 15 ( Start time: 11:08:20 PM ) Total Marks: 1

Many unethical acts are illegal which leads to:

Select correct option:

**Financial loss and punishment**

Failure

Collapse

Break down

**Many unethical acts are illegal leading to financial loss and punishment. High ethics**

**can increase quality of**

**work life. The organizations working for long term goals develop goodwill and trust**

**with the passage of**

**time and people like to work with such organizations.**

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 6 of 15 ( Start time: 11:09:35 PM ) Total Marks: 1

Which of the following will help you in choosing a career in future?

Select correct option:

Understanding the inner you

Assessing your interests

Assessing your skills

**All of the given options**

Quiz Start Time: 11:04 PM

Time Left 89

sec(s)

Question # 7 of 15 ( Start time: 11:10:12 PM ) Total Marks: 1

An employee who wants to be a good team player should:

Select correct option:

Avoid giving information and opinions to others

Avoid asking for favors from other team members

Keep jokes to himself or herself

**Provide emotional support to group members**

Quiz Start Time: 11:04 PM

Time Left 87

sec(s)

Question # 8 of 15 ( Start time: 11:10:56 PM ) Total Marks: 1

If an individual has no concern of the political activities that who is being elected in elections, it is the sign of:

Select correct option:

Compassion

Passivity

Empathy

**Apathy**

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 9 of 15 ( Start time: 11:11:32 PM ) Total Marks: 1

Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

**Reward and punishment**

Compensation

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 10 of 15 ( Start time: 11:12:03 PM ) Total Marks: 1

According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

Select correct option:

**Cognitive restructuring**

Optimistic approach

Grievance Procedure

Negotiation

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 11 of 15 ( Start time: 11:12:38 PM ) Total Marks: 1

To rely on stored information that is repackaged as insight to make decisions called:

Select correct option:

Long forgotten information

Accessible only to highly creative people

Long-term memory

**Intuition**

Quiz Start Time: 11:04 PM

Time Left 88

sec(s)

Question # 12 of 15 ( Start time: 11:13:21 PM ) Total Marks: 1

Ferhat is able to chanalized the pressure to perform the task, that pressure is called:

Select correct option:

**Positive stress**

Negative stress

Distress

Chronic Stress

Quiz Start Time: 11:04 PM

Time Left 86

sec(s)

Question # 13 of 15 ( Start time: 11:14:05 PM ) Total Marks: 1

Now a days organizations are emphasizing more on which type of growth?

Select correct option:

**Horizontal**

Vertical

Lateral

Straight up

Quiz Start Time: 11:04 PM

Time Left 89

sec(s)

Question # 14 of 15 ( Start time: 11:14:38 PM ) Total Marks: 1

Job search is a \_\_\_\_\_ way of finding a job that suits your circumstances and interests.

Select correct option:

Proper

**Systematic**

Experimental

Logical

Quiz Start Time: 11:04 PM

Time Left 86

sec(s)

Question # 15 of 15 ( Start time: 11:15:12 PM ) Total Marks: 1

Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

-All of the following are barriers to good cross-cultural relations

**EXCEPT:**

Select correct option:

Perceptual expectations

Different norms and codes of conduct

Stereotypes

**Speaking more than one language ref at 59 lec 20 (there is list of barriers)**

**2-Which one of the following is a disposition to approach an idea, event, person, or an object?**

Select correct option:

**Attitude ref at pg 16 lec 6**

Behavior

Perception

Ethics

**3-Which of the following is a suggested way of building good relationships with customers?**

Select correct option:

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

**4-To experience happiness and satisfaction, an individual should live in:**

Select correct option:

**Present moment ref 115 lec 37[color]**

[b:2nzknn2b]Facilities

Luxuries

Lavishness

**5-The key components of emotional intelligence include selfawareness, relationship management, self management and:**

Select correct option:

**Social awareness ref t pg 50 lec 17**

Emotional instability

Musical intelligence

Self confidence

**6-Now a days organizations are emphasizing more on which type of growth?**

Select correct option:

**Horizontal pg 96 lec 31**

Vertical

Lateral

Straight up

**7-Neglecting the normal need for rest and relaxation can lead to:**



Select correct option:

**Workaholism**

Obstacles

Stress

Strain

**8-**The good organizational \_\_\_\_\_ go above and beyond the call of duty.

Select correct option:

Manager

Worker

Customer

[b]Citizen The good organizational citizen goes "above and beyond the call of duty." [/b:2nzknn2b]

**9-**The cognitive process, in which an individual selects, organizes and give meaning to environmental stimuli called:

Select correct option:

Intelligence

**Perception pg 132 lec 43**

Reasoning

Emotion

**10-**Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

**Awareness** knowing your self is self awareness at pg 7

Perception

**11-**The actions or reactions of an individual in response to external or internal stimuli is called:

Select correct option:

Attitude

**Behavior**

Perception

Ethics

**12-**An individual who always agree with everyone and flexible to change has a \_\_\_\_\_ communication style.

Select correct option:

**Supportive** Supportive: Attempts to win approval by agreeing with everyone. Seeks reassurance, refuses to take stand is apologetic.(Situational demands are important and one could be flexible to change style).

Reflective

Versatility

Emotive

**13-**Employees who endeavor to ensure the proper, effective and

efficient use of organizational resources have:

Select correct option:

**Professional values** pg no 124 lec 40

Democratic values

Ethical values

People values

**14-**You tell yourself that if you try again, something terrible will happen.” Which term is used to depict above saying?

Select correct option:

**Fear narrative** ref pg 99 lec 32

Career boomerang

Career portability

Risk taking

**15-**Which of following is a suggestion for dealing with difficult people?

Select correct option:

Listen and respond

Give ample feedback

Use humor

**The entire above are suggested ways**

**16-**Which of following is a suggestion for dealing with difficult people?

Select correct option:

Listen and respond

Give ample feedback

Use humor

**The entire above are suggested ways**

**17-**Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

**All of the given options** ref The Steps in the grievance procedure may vary from one to six. Typical steps are as follows:

1. Initiation of the formal grievance.

2. Second-level of management.

3. A higher-level manager and the local union president

4. Arbitration. (Only about 1 percent of grievances go all the way to arbitration.)

**18-**Which of the following is a standard job-finding method?

Select correct option:

Personal contacts

**Unsolicited letter** ref A standard job-finding method is the unsolicited letter

Internet

Nepotism

**19-A** \_\_\_\_\_ is a small semi-conscious message we send with a powerful impact on the receiver.

Select correct option:

Channel

Communication

Flow

**Micro-inequity** ref A micro-inequity is a small semi-conscious message we send with a powerful impact on the receiver.

**20-**Describe a method for achieve the goal

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Adjust the difficulty of the goal

**21-**A negative and \_\_\_\_\_ attitude damage all hope of career success.

Select correct option:

**Self-defeating** ref A negative and self-defeating attitude destroys all hope of career success. A positive and proactive attitude guarantees that.

Self projection

Self worth

Self centered

**22-**Which of the following is a suggested way of building good relationships with customers?

Select correct option:

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

**23-**During the last few years, large-company stocks have returned about 20 percent annually and corporate bonds about:

Select correct option:

**12-15 percent** During the last few years, large-company stocks have returned about 20 percent annually, and corporate bonds about 12-15 percent

10-14 percent

13-15 percent

11-14 percent

**24-**Respect for human dignity and the value of every person should always inspire personal conduct and responsibility called:

Select correct option:

Professional values

Democratic values

Ethical values

**People values** ref at pg 124 lec 40

**25-**Good relationships build due to proper:

Select correct option:

Resume

**Communication**

Behavior

Attitude

**26-**Which one of the following introduces the applicant with the prospective employer?

Select correct option:

Cover letter

**Resume** Resumes introduce the applicant with the prospective employer.

Testimonials

Letter

**27-**Work habits refer to a person's characteristic approach to work, including:

Select correct option:

Priority setting

**Handling of paper work**

E-mail

Handling of paper work, Priority setting and organizational productivity

Good work habits means, being organized and prioritizing tasks

according to their importance. Good work habits and time management are extremely important because of the current emphasis on enhancing productivity.

**28-**Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.

Select correct option:

**Sociability**

Supremacy

Reflexive

Directive

**29-**Negative attitudes disrupt the process of:

Select correct option:

Conflict

**Change** Negative attitudes towards change will disrupt the process of change.

Effort

Production

**30-**All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality

EXCEPT:

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

**Offensive attitude** ref at pg 29

**31-**Field of Human Relations:

Select correct option:

Get information about people's private lives

Get information about people's social life

Shows personal interest

**Applies specific techniques for dealing with all employees in the same way**

**32-** The ages of \_\_\_\_\_ are the most crucial in developing and strengthen your feelings about yourself.

Select correct option:

**12-18**

11-14

10-13

**33-** Which one of the following is NOT the characteristic of a group?

Select correct option:

Share common goals

**One sided interaction**

Characterize themselves as members

Belongingness to members

**34-** Identify the major cause of apathy.

Select correct option:

Personal issues

Public interest

Mental health

**Showing no concern**

**35-** A recommended approach to networking is to keep a list of at least \_\_\_\_\_ people whom you contact at least once a month, even by e-mail, SMS, or phone call.

Select correct option:

**25**

15

10

30

**36-** A social group towards which an individual feels opposition or a desire to compete is called:

Select correct option:

In group

**Out group**

Reference group

Secondary group

**37-** You have to be motivated and establish goals to:

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**38-** There should be knowledge of self \_\_\_\_\_ while planning a career.

Select correct option:

Strength  
Opportunities  
Power

**Strengths and weaknesses** ref Knowing Oneself

The most important thing while planning a career is the knowledge of our strengths and weaknesses. These assessments may be helpful in knowing about ourselves

**39-**Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others

**Effectiveness in dealing with people**

Appreciation of people

Customer dealing

**40-**Unwritten set of expectations for group members is referred to as:

Select correct option:

**Norms** ref Two or more individuals who interact with one another, share goals and norms and have a subjective awareness as 'me, myself' we and 'ourselves'

Synergy

Performance standards

Job descriptions

**41-**Which of the following is a form of depression that develops during the hot and humid?

Select correct option:

Obsessive-Compulsive Disorder

**Seasonal Affective Disorder**

Neurobiological Disorders

Attention Deficit Disorder

**42-**Which one of the following is a major productivity drain of information technology?

Select correct option:

Stealing trade secrets over the Internet

**Many workers surf the Internet on company time** ref at pg 94 (surf the internet)

People use internet at home

Photocopying machines keep blocking

**43-**One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

**Self-efficacy** not sure

Self-fulfilling prophecy

Self worth

**44-**A notable consequence of perfectionism is that it often leads to a:

Select correct option:

Sudden increase in satisfaction with the task  
Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**45-**Which of the following is a tendency to seek and enjoy social relationships with others?

Select correct option:

**Sociability**

Hostility

Resentment

Supremacy

**46-**Ahmad must consider the following steps while establishing goals for budgeting process EXCEPT:

Select correct option:

Decide on your needs and wants

Short-term and long-term frame

**Ignore the time frame for your budget**

Goal setting process

**47-**The characteristics of creative workers include:

Select correct option:

Personality

Knowledge

Intellectual abilities

**All of the given options**

**48-**The meanings that an individual acquires from other person's speech called:

Select correct option:

**Perceived meanings**

Intended meanings

Pure meanings

Dictionary meanings

**49-**Which one of the following suggestion can help to resolve conflict with spouses?

Select correct option:

Listen carefully and give feedback

Use more positive behaviors than negative

Be prepared to compromise

**All suggestions can be helpful**

**50-**Major investment decision is how to allocate investments among interest-bearing accounts which includes:

Select correct option:

Cash

Stocks

Bonds

**All of the given options**

**51-**"Love is an experience seated in the non-rational side of the brain".

Identify the theory.

Select correct option:

**Need for intimacy theory** According to the theory of need for intimacy, love is an experience seated in the non-rational side of the brain

Balance theory

Social exchange theory

Biochemical Theory

**51**-“Love is an experience seated in the non-rational side of the brain”.

Identify the theory.

Select correct option:

**Need for intimacy theory** According to the theory of need for intimacy, love is an experience seated in the non-rational side of the brain

Balance theory

Social exchange theory

Biochemical Theory

**52**-Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

**53**-Organized clubs and committees are example of:

Select correct option:

**Emergent Groups**

Work Groups

Social Groups

Out group

**54**-If employees are following the principles and \_\_\_\_\_ of the organizations, they should be given rewards to promote and encourage their behavior.

Select correct option:

**Code of conduct** Performance of the workers is assessed through the workers' ethical conduct. If they follow the principles and code of conduct of the organizations, they are given rewards to promote and encourage their

Values

Standards

Traditions

**55**-Workers with positive attitudes are likely to:

Select correct option:

Be liked by customers

Receive good performance reviews

Be promoted

**All of the given options**

**56**-Which of the following is a feeling of distress or restlessness caused



by fear of an imagined problem?

Select correct option:

**Anxiety**

Hopelessness

Narcolepsy

Gloominess

**57-**If an individual has no concern of the political activities that who is being elected in elections, it is the sign of:

Select correct option:

Compassion

Passivity

Empathy

**Apathy**

**58-**Workplace violence usually stems from:

Select correct option:

**Anger** ref Workplace violence usually stems from anger.

Failure

Disturbance

Displeasure

**59-**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.

Select correct option:

**Cognitive** pg 134 lec 43

Positive

Behavioral

Social

**60-**All are the techniques to cope with the loss of a relationship EXCEPT:

Select correct option:

Pamper yourself

Get emotional support

Give yourself time to heal

**Lag behind positive outcome**

**61-**Feeling competent to cope with the basic challenges in life and of being valuable of happiness is called:

Select correct option:

Self-esteem

Egotism

Wishful thinking

**Self efficacy** see at pg 45 (not sure)

**62-**Which of the following will help you in choosing a career in future?

Select correct option:

Understanding the inner you

Assessing your interests

Assessing your skills

**All of the given options**

**63-**Salesperson should try to create goodwill through:

Select correct option:

**Proper communication** pg 72 lec 23

Suggestive Selling

Merchandise Knowledge

Cooperation

**64-**Which of the following is a suggestion for building good relationships with coworkers?

Select correct option:

Maintain honest and open relationships

Make other people feel important

Be a team player

**The entire above are suggested ways**

**65-**Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with \_\_\_\_\_.

Select correct option:

Data

Things

People

**Information** Reference Page 77

**66-**Rizwan can make better decisions than other people because he is:

Select correct option:

**Intelligent, well educated and experienced** Ref: page 22

Intelligent and risk taker

Flexible and educated

Risk taker

**70-**Which of the following is NOT one of the recommended techniques for finding a job?

Select correct option:

Mail campaign

Placement office and employment agencies

**Nepotism** not sure

Impartiality

**71-**The most frequently satisfied need is:

Select correct option:

Safety and security .

Esteem

**Belongingness and love**

Self-actualization

**72-**One must keep in mind the following to manage anger EXCEPT:

Select correct option:

Express your anger before it reaches a high intensity

**Hesitant to express anger**

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

**73-**\_\_\_\_\_ is not benefit of portfolio career development.

Select correct option:

Developing your personal skills

Risk taking

**Lack of stability** not sure but can see pg 78 lec 25

Dealing with change

**74-**Which one of the following would be considered as an organization?

Select correct option:

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

**75-**All are the techniques to cope with the loss of a relationship

EXCEPT:

Select correct option:

Pamper yourself

Get emotional support

Give yourself time to heal

**Lag behind positive outcome** pg 29

**76-**Which of the following is a suggestion for building good relationships with coworkers?

Select correct option:

Maintain honest and open relationships

Make other people feel important

Be a team player

**The entire above are suggested ways**

Reference: page 141

Building Good Relations with Co-workers

- Develop Allies through Being Civil
- Make Co-workers feel important
- Maintain Honest and Open Relationships
- Be a Team Player

**1-** \_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

**2-**Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

**Anxiety** Ref: it is a feeling of distress or uneasiness caused by fear of an imagined problem

Hopelessness

Narcolepsy

Gloominess

**3-** Which one of the following is the totality of an individual's personality?

Select correct option:

Selfawareness

**Self confidence** Self confidence is the totality of your personality

Self esteem

Self love

**4-** Mostly personal problems emerge through self-defeating:

Select correct option:

**Attitudes and behavior** Ref : Most personal problems are usually the creation of your own. They emerge through self-defeating attitudes and behaviours.

Approach

Actions

Activities

**5-** Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

**Awareness** Ref : leadership qualities and the strengths and weaknesses of your team members you are more likely to accomplish your task

Perception

**7-** When the differences between groups emerged, you can expect:

Select correct option:

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

**All of the given options**

**8-** Unsatisfied needs motivate us until they:

Select correct option:

**Become satisfied** Ref : Personal needs and wants motivate people until these are satisfied

Become discouraged

Direct to working hard

Direct to self-esteem

**9-** Organized clubs and committees are example of:

Select

**Emergent Groups** Ref: Some groups form spontaneously, such as a group of friends. Other groups are contrived, that is they are formed for a specific purpose. Organized clubs, social groups, or committees are contrived groups.

Work Groups

Social Groups

Out group

**10-**Workers with positive attitudes are likely to:

Select correct option:

Be liked by customers

Receive good performance reviews

Be promoted

**All of the given options**

**11-**All of the following are barriers to effective communication EXCEPT:

Select

**Eliminate noise**

Distortion of information

Communication overloads

Improper timing

**12-** An important component of self-discipline is:

Select correct option:

Say no to every request made of you

**Minimize excuse making**

Say yes to every request made of you

Never take time off from work

**13-** Effective decision makers do not rely on careful analysis only.

Instead they also use their intuition which is based on:

Select correct option:

**Knowing and sensing** not sure

Guessing

Being certain

Hoping

**14-**Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others

**Effectiveness in dealing with people**

Appreciation of people

Customer dealing

**15-**The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.

Select correct option:

Pure

Dictionary

Superficial

**Perceived** Ref The difference between intended and perceived meanings is called misunderstanding

**16-**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

**Cognitive restructuring**

Optimistic approach

Grievance Procedure

Negotiation

**17-**A key characteristic of self-disciplined people is that they:

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

**Work toward attaining goals without being distracted**

**18-**Which one of the following is a disposition to approach an idea, event, person, or an object?

Select correct option:

**Attitude** Ref : Attitude is a disposition to approach an idea, event, person, or an object

Behavior

Perception

Ethics

**19-**Ferhat is able to chanalized the pressure to perform the task, that pressure is called:

Select correct option:

**Positive stress** Ref : If that pressure is chanalized and the person is able to perform the task then that pressure is normal stress, positive stress

Negativestress

Distress

Chronic Stress

**20-**A person is communicating about himself or herself is in public, he is showing:

Select correct option:

Self-concept

Self-knowledge

Private self

**Projected self** ( REF : What the person would like to project in public)

**21-**Asma has feeling of disinterest with reference to her education, family and friends, it indicates which type of behavior.

a)**Apathetic**

b)Extrovert

c)Aggressive

d)All of he given options

**22-**Two-income couples can manage the challenges of life if they:

a)Divide household tasks equitably

b)Establish priorities and manage time carefully

c)Deal with feeling of competitiveness

d)**All of the given options**

**23-**Which one of the following is NOT the sphere of life and happiness?

a)Financial health

b)**Emotional superficial states**

c)Work and career

d)Spiritual life or belief system

24-“Human relationships are based mainly on self-interest” is the focus point of:

a)Balance theory

b)**Social exchange theory**

c)Need theory

d)Trait theory

25-To succeed in your career, you should not:

a)Continue to learn new things

b)Accept challenges

c)**Become a workaholic**

d)Change jobs when necessary

26-Which of the following is NOT the logical step of developing a personal budget?

a)Establishing goals

b)**Getting the budget approved**

c)Carrying out the budget

d)Evaluating the budget

27-Which one of the following is NOT the component of career advancement model?

a)More emphasis on temporary leadership assignments

b)Climbing the ladder of self-fulfillment

c)**More emphasis on vertical growth than horizontal growth**

d)Being promoted as much for learn-how as know-how

28-Which one of following is suggested time management technique?

a)Make good use of technology

b)Clean up and get organized

c)Concentrate on one key task at a time

d)**All of the given options**

29-To develop a proactive personality you can attempt to be more of a self-starter and:

a)Learn to read people

b)Develop social skills

c)Learn to say no

d)**Take more initiative to solve problems**

30-Which one of the following theory indicates that our hormones direct us to sense or screen potential mates?

a)**Biochemical**

b)Psychological

c)Psychosocial

d)Physiological

31-Which one of the following resume formats is NOT commonly used?

a)Targeted resume

b)**T-form resume**

c)Functional resume

d)Chronological resume

**32-**Ahmad prepares a gimmickry resume for job finding, why he prepares this type of resume?

- a) **To get the attention of the prospective employer**
- b) To presents skills in a creative form
- c) To focus on a specific job target
- d) To present facts in reverse chronological order

**33-**Hamna frequently identifies opportunities and acts on them until she brings about change. Hamna likely to have a \_\_\_\_\_ personality.

- a) **Proactive**
- b) Reactive
- c) Type B
- d) Type A

**34-**\_\_\_\_\_ test measures personal attributes and characteristics of an individual

- a) **Personality**
- b) Aptitude
- c) Interest
- d) Achievement

**35-**Hasan has the capability to meet the requirements to get a particular job, which type of resume he will prepare.

- a) **Targeted résumé**
- b) Creative resume
- c) Chronological résumé
- d) Functional résumé

**36-** Aisha is in search of a good job for this purpose she is calling to the prospective employers' unsolicited phone calls which is recognized as \_\_\_\_\_.

- A. **Telesearch**
- B. E-mail campaign
- C. Database service
- D. None of the given options

**37-** When delivering bad news to a customer, which of the following should you do?

- A. Apologize to the customer at least three times
- B. Speak in a serious and straightforward manner as rapidly as possible
- C. **Focus on talking about solving the problem**
- D. Establish immediately where the fault for the problem lies

**38-**Which of the following is one of the tips on establishing a bond with your customer?

- A. Provide service that is at least average or above
- B. Give them the pickle
- C. **Show care and concern**
- D. Avoid ever allowing another customer to see how you treat the special customer



you have bonded with

**39-**Applying for a job is usually \_\_\_\_\_.

- A. **Stressful**
- B. Fun
- C. A straightforward, step-by-step standardized procedure
- D. Easy

**40-**Which of the following is not a good tip for preparing for an interview?

- A. Do your homework
- B. Practice
- C. Arrive on time
- D. **None of the above**

**41-**Which one among the following is not a barrier to cross cultural relations?

- A. Ethnocentrism
- B. Intergroup Rather than Interpersonal Relationships
- C. Stereotypes in Intergroup Relations
- D. **Applying Knowledge of Cultural Differences**

**42-**Which of the following is not a characteristic of a good resume?

- A. Easy-to-read
- B. Well-organized
- C. **Hand-written**
- D. Accurate

**43-**To succeed in your career, you should not \_\_\_\_\_.

- A. Continue to learn new things
- B. Accept challenges
- C. **Become a workaholic**
- D. Change jobs when necessary

**44-**Ahmad use essential strategy for cultivating his peers, to function as a

\_\_\_\_\_.

- A. **Team player**

- B. Moderator
- C. Managers
- D. Interpreter

**45-**The most important reason employees resist change is

\_\_\_\_\_.

- A. **Change brings stress and discomfort**

- B. The change is often not presented as a choice
- C. The change will require them modify or completely abandon their daily routines

**1-**Ahmad prefers to invest all his savings in different businesses rather than on one business, it is known as \_\_\_\_\_ investments.

**Diversity**

**2-**Now a day's bank and other financial-service firms offer relatively high rates through \_\_\_\_\_ mutual funds. **Money -Market**

- 3-Investment can be categorized into two basic types, lending money and \_\_\_\_\_. **Owning assets**
- 4-Buying a book, eating something like, watching favorite program on TV, going to a movie, or just having a stroll on the beach are all examples of rewarding yourself with little things which keeps you \_\_\_\_\_. **Good mood**
- 5-\_\_\_\_\_ takes place when all your efforts fail to find a nice caring friend fail. **Quest fatigue**
- 6-According to \_\_\_\_\_ theory, love is an experience seated in the nonrational side of the brain. **Need for intimacy**
- 7-Fahim is not showing interest with his relatives and lacks emotions and feelings towards others; his condition is known as \_\_\_\_\_. **Apathy**
- 8-Demonstrating respect, fairness and courtesy in dealings with fellow workers is as important as other values, it is known as \_\_\_\_\_. **People value**
- 9-\_\_\_\_\_ are considered as the control on the behaviour of the workers under certain conditions. **Work ethics**
- 10-The manager of ABC organization serves his organization with competence, excellence, efficiency, objectivity and impartiality which are the part of \_\_\_\_\_ Values. **Professional**
- 11-A\_\_\_\_\_ is a series of related job experiences that fit into a meaningful pattern. **(career)**
- 12-\_\_\_\_\_ is a systematic way of finding a job that suits one's circumstances and interests. **(Job search)**
- 13-\_\_\_\_\_ involves making unsolicited phone calls to prospective employers. **(Telesearch)**
- 14-The \_\_\_\_\_ approach gives the reader a tabular outline that how the applicant's background fits the position description. **( T-form)**
- 15-\_\_\_\_\_ is the first meeting between an employee and a prospective employer. **( Resume)**
- 16-The chronological résumé presents facts in \_\_\_\_\_chronological order. **( reverse)**
- 17-\_\_\_\_\_ tests measure personal traits and characteristics that could be related to job performance. **( Personality)**
- 18-A \_\_\_\_\_ résumé is one with a novel format and design. **( creativestyle)**
- 19-\_\_\_\_\_ are more important than technical skills. **( Interpersonal skills)**
- 20-\_\_\_\_\_ measure an applicant's capacity or potential for performing satisfactorily on the job, given sufficient training. **( Aptitude tests)**
- 21-Two basic types of Investments are \_\_\_\_\_and owning assets. **(Lending money)**
- 22-\_\_\_\_\_ assets are those that can be converted to cash relatively quickly. **(Liquid)**
- 23-\_\_\_\_\_ fatigue is the feeling of demoralization and

disappointment that takes place when all your efforts at finding a nice caring friend fail. (Quest)

24-According to \_\_\_\_\_ theory, human relationships are based mainly on self-interest. (social exchange)

25-In the biochemical theory, our \_\_\_\_\_ direct us to sense or screen potential mates. ( hormones)

26-In an emerging social environment, \_\_\_\_\_ relationship will be more successful. ( non-possessive)

27-\_\_\_\_\_ is the lack of feeling, emotion, interest or concern. ( Apathy)

28-\_\_\_\_\_ are a set of standards that help to determine the difference between right or wrong. ( Ethics)

29-Sinha in 1980 developed the concept of \_\_\_\_\_ leader. ('nurturant task')

30-The five principles of psychological functioning were recommended by a popular psychologist named \_\_\_\_\_. ( Richard Carlson)

31-\_\_\_\_\_ is the leading cause of poor productivity and career self-sabotage. Procrastination.

32-Making unwanted phone calls to prospective employers is referred as \_\_\_\_\_. Telesearching

33-\_\_\_\_\_ is the most effective technique for finding a job. Networking

34-\_\_\_\_\_ resume is mostly popular in our country. chronological

35-A time log is helpful in overcoming \_\_\_\_\_. Time leak

1-Set of people with different set of behaviors and beliefs differentiates them from a

larger culture of which they are a part called: Select correct option: Sub-culture (4)

Society Group

Culture

2-Work smarter not \_\_\_\_\_ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks. Select correct option:

Faster Harder (92) Quicker Later

3-Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?

Select

correct option: Hair status Weight status Abilities

All the characteristics included (56)

4-The good organizational \_\_\_\_\_ go above and beyond the call of duty. Select correct option: Manager Worker Customer Citizen (page 65)

5-Which of following is a suggestion for dealing with difficult people? Select correct

option: Listen and respond Give ample feedback Use humor The entire above are suggested ways (69)

6-Hamna is fast moving, hardworking, impatient and preoccupied with work, she has: Select correct option: Type A personality (5) Traditional personality Type B

personality Other directed personality

**7-Which of the following is NOT recommended as a way of creating a strong presence?** Select correct option: Get involved in high visibility projects Get involved in teams **Take hold on to your manager's favorite tasks (65)** Make constructive suggestions

**8-Which of the following country make more extensive use of body language as high-context culture?**

Select correct option:

**China (58)** France Korea Mexico

**9-Nonverbal communications are:** Select correct option: **Neither spoken nor written** Only written Only spoken Not real communications

**10-When we talk about interpersonal relationships it indicates what kind of communication style?** Select correct option: Emotive **Versatility 42** Supportive Reflective

**11-Mostly personal problems emerge through self-defeating:** Select correct option: **Attitudes and behaviors 27** Approach Actions Activities

**12-Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

Select correct option: **Cognitive 17** Positive Behavioral

Social

**13-What type of communication should a manager use to address an employee who**

**has been caught in the act of breaking a rule?** Select correct option: Intra office communication (memo, E-mail) **Face-to-face communication** Non-verbal communication Verbal communication

**14-A person who is self-disciplined always experiences significant:** Select correct option: Day-by-day suffering Disruption while attempting to achieve goals **Intrinsic motivation 21** Stress based on working so hard

**15-"The way you present your personality in front of others" is best described by which of the following terms:** Select correct option: Perceived Self Private Self **Projected Self 1** Self-concept

**16-Emotional intelligence generally compacted with the ability to:** Select correct option: **Connect with people and understand their emotions 22** Stay in control while taking tests Knowing how to throw a explosion for effect Using common sense to earn a living

**17-A significant fact about culture is that it is:** Select correct option:

Learned and kept private

**Learned and shared 56** Shaped mostly through genetics Acquired mostly through formal education

**18-Which of the following is a suggestion for building good relationships with coworkers?** Select correct option: Maintain honest and open relationships Make other people feel important Be a team player **The entire above are suggested ways 67-68**

**19-The first step in problem solving is:** Select correct option: Noticing the problem **Defining the problem 23** Know a level of importance to the problem Assigning someone to handle the problem

**20-The meanings which I want to communicate to the viewers are known as:**

Select

correct option: **Intended meanings 2** Pure meanings Perceived meanings Dictionary

meanings

**1-Identify which test measures the applicant's knowledge and skills.**

Select correct option:

Personality

**Achievement 87**

Aptitude

Interest

**22-Which of the following is suggested way of improving cross-cultural relations?**

Select correct option:

Focus on the individual

Develop cultural sensitivity

Participate in diversity Training

**All the suggestions can help to improve 60**

**23-Which of the following is NOT recommended as a way of creating a strong presence?**

Select correct option:

Get involved in high visibility projects

Get involved in teams

**Take hold on to your manager's favorite tasks**

Make constructive suggestions

**24-Hasan has the capability and meet the requirements to get a particular job, which type of resume he will prepare?**

Select correct option:

**Targeted resume 83**

Creative resume

Chronological resume

Functional resume

**25-Which one of the following would be considered as an organization?**

Select correct option:

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

**26-Which of the following is a form of depression that develops during the hot and humid?**

Select correct option:

Obsessive-Compulsive Disorder

**Seasonal Affective Disorder 30**

Neurobiological Disorders

Attention Deficit Disorder

**27-"Ali evaluates himself as one of the efficient, excellent and strong employee in the organization" This statement is the best description of which of the following?**

Select correct option:

**Self perception 7**

Self worth

Self love

Self respect

**28-**Which of the following is a standard job-finding method?

Select correct option:

Personal contacts

**Unsolicited letter 80**

Internet

Nepotism

**29-**When the differences between groups emerged, you can expect:

Select correct option:

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

**All of the given options**

**30-**Noise can occur during the \_\_\_\_\_ process.

Select correct option:

Decoding

Feedback

Encoding

**All of the given options 34**

**31-**An individual feels loyalty and respect in which social group?

Select correct option:

**In-group 13**

Out-group

Reference group

Secondary group

**32-**At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.

Select correct option:

**75 percent 40**

45 percent

85 percent

65 percent

**33-**A \_\_\_\_\_ is a small semi-conscious message we send with a powerful impact on the receiver.

Select correct option:

Channel

Communication

Flow

**Micro-inequity 59**

**34-**Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:

Select correct option:

**Internet dependence 29**

Internet professional

Internet customer

Internet fond

**35-**Contradiction between knowledge, information and attitude is called:

Select correct option:

Apathy

**Cognitive dissonance 17**

Dissatisfaction

Self-esteem

**36-**Developing an action plan in goal setting is to:

Select correct option:

**Describe a method for achieve the goal 20**

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Adjust the difficulty of the goal

**37-**Give importance first one of the following while choosing a career.

Select correct option:

**Experience 76**

Money

Income

Life style

**38-**Mostly personal problems emerge through self-defeating:

Select correct option:

**Attitudes and behaviors 27**

Approach

Actions

Activities

**39-**All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

**Use emotion and colorful words 36-37**

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

**40-**What kind of personality is usually associated with stress?

Select correct option:

**Type A**

Type B

Inner directed

Traditional

**41-**A good supplier to positive attitudes is:

Select correct option:

Pessimism

**Optimism**

Being a famous person

Low salary

**42-Good organizational citizenship behavior consists of all of the following EXCEPT:**

Select correct option:

Be courteous

Help others to accomplish their tasks

Be conscientious

**Concentrate on assigned tasks only 65**

**43-A nonverbal indicator that a person is lying likely to be:**

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

**Frequent rubbing of the nose 35**

Facial expressions that last about four or five seconds

**44-At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.**

Select correct option:

**75 percent 40**

45 percent

85 percent

65 percent

**45-Work habits refer to a person's characteristic approach to work, including:**

Select correct option:

Priority setting

Handling of paper work

E-mail

**Handling of paper work, Priority setting and organizational productivity 88**

**46-Which of the following resume formats consider worthy to apply for a job?**

Select correct option:

Microsoft Front Page

**Microsoft Word 83**

Email document

Microsoft Publisher

**47-The simplest explanation for self-defeating behavior is that some people suffer because of their:**

Select correct option:

Poor planning

Unrealistic expectations

Fear of intimacy

**All of the given options 27**

**48-When the differences between groups emerged, you can expect:**

Select correct option:

Conflict to develop

Stereotypes to be reinforced



Relations to deteriorate

**All of the given options**

**49-**Hasan has the capability and meet the requirements to get a particular job, which type of resume he will prepare?

Select correct option:

**Targeted resume 83**

Creative resume

Chronological resume

Functional resume

**50-**Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

**Reward and punishment 16**

Compensation

**51-**A standard part of job hunting is:

Select correct option:

Networking

**Internet 80**

Contacts

Newspaper

**52-**A major contributor of self-confidence is:

Select correct option:

**Receiving positive feedback from others**

Receiving negative feedback from others

Setting low goals for oneself

Losing out in competition to people more talented than oneself

**53-**Which of the following country make more extensive use of body language as high-context culture?

Select correct option:

**China 58**

France

Korea

Mexico

**54-** Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:

Select correct option:

Classify

**Discriminate 59**

Judge

Categorize

**55-** What kind of personality is usually associated with stress?

Select correct option:

**Type A 5**

Type B

Inner directed

Traditional

**56-** Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.

Select correct option:

**Stimulants 29**

Depressant

Narcotic

Relaxant

**57-** Which one of the following is a sum total of habits, traits and characteristics of an individual?

Select correct option:

Crowd

Sub-group

**Personality 5**

**Attitude**

**58-** A Person's views about his job and organization is shown by his/her:

Select correct option:

**Attitude 16**

Level of ability

Salary

Ethics

**59-** A significant fact about culture is that it is:

Select correct option:

Learned and kept private

**Learned and shared 56**

Shaped mostly through genetics

Acquired mostly through formal education

**60-** \_\_\_\_\_ is not benefit of portfolio career development.

Select correct option:

Developing your personal skills

Risk taking

**Lack of stability**

Dealing with change

**61-** When you did not find creative solution to a problem despite concentrated effort, a recommended tactic is to:

Select correct option:

Take a brief break from problem solving

Lock yourself in the work area until the problem is resolved

Drop the problem, and look for another problem to solve

**Engage in brain writing 26**

**62-** Emotional intelligence generally compacted with the ability to:

Select correct option:

**Connect with people and understand their emotions 22**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

**63-**Unsatisfied needs motivate us until they:

Select correct option:

**Become satisfied 19**

Become discouraged

Direct to working hard

Direct to self-esteem

**64-**Which of the following situation rises when demands are not met and pressure on individual is prolonged?

Select correct option:

**Stress 6**

Conflict

Clash

Disagreement

**65-**Feelings of helpless and negative thinking are examples of \_\_\_\_\_ attitude.

Select correct option:

**Self-defeating 27**

Distress

Abnormal

Excessive guilt

**66-**Organized clubs and committees are example of:

Select correct option:

**Emergent Groups 14**

Work Groups

Social Groups

Out group

**67-**A Person's views about his job and organization is shown by his/her:

Select correct option:

**Attitude 16**

Level of ability

Salary

Ethics

**68-**Group behavior is dependent upon clear cut exchange of views among group members because:

Select correct option:

**It is important to understand the joint actions people perform when they are together.2**

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

None of the given options.

**69-**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part

called:

Select correct option:

**Sub-culture 4**

Society

Group

Culture

**70-**Anything you are doing that allows time to get away from you

Select correct option:

Anything you are not doing that allows you to set free

Anything you are not doing that allows you to set free

Something that cannot be identified

**Time log 94**

**71-**Polygraph is used in which test:

Select correct option:

Aptitude

Achievement

Interest

**[color=#0000FF:31szwtXH]Honesty 87[/color:31szwtXH]**

**72-**To develop a good relationship with your manager or team leader you should:

Select correct option:

Act like you enjoy your work

Continue your education

**Perform your job well 64**

Bring your manager coffee every morning

**73-**All of the following are barriers to good cross-cultural relations

EXCEPT:

Select correct option:

Perceptual expectations

Different norms and codes of conduct

Stereotypes

**Speaking more than one language 59**

**74-**Which of the following is likely to be perceived as NOT being a team player?

Select correct option:

Avoid backstabbing

Share the glory

Establish trust

**75-**Work smarter not \_\_\_\_\_ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.

Select correct option:

Faster

**Harder 92**

Quicker

Later

**76-**From management point of view, Human Relations are very important because it contributes to:

Select correct option:

**Organizational effectiveness**

Equality among the workers

High turnover of employees

Control over employees

**77-**Which approach focus on our tendency to copy the beliefs and behaviors of others?

Select correct option:

**Social approaches 17**

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

**78-**Which one of the following would be considered as an organization?

Select correct option:

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

**79-**Work and family conflict occurs when the individual has to perform:

Select correct option:

**Multiple roles 31**

Few roles

Tricky roles

Unexpected roles

**80-**Person and professional problems can solve through which of the following positive attitude?

Select correct option:

Speak and act with enthusiasm

Expect success rather than fear failure

You learn from error and defeat

**All of the given options 28**

**81-**Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

**Anxiety 30**

Hopelessness

Narcolepsy

Gloominess

**[b:y7zp7oq0]82-**Negotiation may takes place:

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

83-Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?

Select correct option:

Hair status

Weight status

Abilities

All the characteristics included 56-57

84-Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.

Select correct option:

Cognitive 17

Positive

Behavioral

Social

85-A cross cultural training program might include which of the following?

Select correct option:

Business etiquette

Customs, traditions, and beliefs 60

Business etiquette, communication techniques and negotiation styles

Negotiation styles

86-Which one of the following resume organizes skills and accomplishments to the functions performed?

Select correct option:

Functional 83

Targeted

Creative

Gimmickry

87-To develop a good relationship with your manager or team leader you should:

Select correct option:

Act like you enjoy your work

Continue your education

Perform your job well 64

Bring your manager coffee every morning

88-Rizwan can make better decisions than other people because he is:

Select correct option:

Intelligent, well educated and experienced 22

Intelligent and risk taker

Flexible and educated

Risk taker

89-One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

### Self-fulfilling prophecy 54

Self worth

(Page 54) The manager's expectations become a self-fulfilling prophecy in part because when a leader expresses faith in group members, the members become more confident.

90-Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

Anxiety 30

Hopelessness

Narcolepsy

Gloominess

91-An important output from working smarter rather than harder is that you:

Select correct option:

Take help from other to perform your work

Avoid procrastination

Achieve more in the amount of time

Improve your regularity

92-All of the following are techniques for overcoming cross-cultural communication barriers

EXCEPT:

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

De-emphasize nonverbal communication 61

Observe cultural differences in manners/customs

93-Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:

Select correct option:

Classify

Discriminate 59

Judge

Categorize

94-What kind of personality is usually associated with stress?

Select correct option:

Type A 5

Type B

Inner directed

Traditional

95-An individual should be familiar with the characteristics of the organization in which he/she interested in for the job is:

Select correct option:

Type of organization and its function

Mission and goals

Divisions and subsidiaries

Mission and goals, Products or services and its function

96-Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

All of the given options 33

97-"Ali evaluates himself as one of the efficient, excellent and strong employee in the organization" This statement is the best description of which of the following?

Select correct option:

Self perception 7

Self worth

Self love

Self respect

98-When we talk about interpersonal relationships it indicates what kind of communication style?

Select correct option:

Emotive

Versatility 42

Supportive

Reflective

99-Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.

Select correct option:

Stimulants 29

Depressant

Narcotic

Relaxant

100-Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her criticism?

Select correct option:

Disarm the opposition 32

Compromise with opposition

Competition the opposition

Confrontation with opposition

[/b:y7zp7oq0]

101-A social group towards which an individual feels opposition or a desire to compete is called:

Select correct option:

In group

Out group 13

Reference group

Secondary group



**102-**Which of the following is NOT one of the recommended techniques for finding a job?

Select correct option:

Mail campaign

Placement office and employment agencies

**Nepotism**

Impartiality

**103-**Give importance first one of the following while choosing a career.

Select correct option:

**Experience**

Money

Income

Life style

**104-**To study the customer which thing is needed?

Select correct option:

Pay attention to the behavior

Dressing

Style of the customer

**All of the given options 71**

**105-**Saying things about yourself such as "I may be stupid but..." or "I know I'm usually wrong but...." are examples of:

Select correct option:

False modesty

Positive self-talk

**Negative self-talk 47**

**106-**The first step in the self-discipline model is to:

Select correct option:

Compartmentalize spheres of life

Search for pleasure within the task

Develop role model

**Formulate a mission statement 21**

**107-**When the differences between groups emerged, you can expect:

Select correct option:

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

**All of the given options**

**108-**Negative attitudes disrupt the process of:

Select correct option:

Conflict

**Change 17**

Effort

Production

**109-**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

Select correct option:

**Cognitive restructuring 32**

Optimistic approach

Grievance Procedure

Negotiation

**110-**Work and family conflict occurs when the individual has to perform:

Select correct option:

**Multiple roles 31**

Few roles

Tricky roles

Unexpected roles

**111-**Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

**Non verbal**

Verbal

Unwritten

**112-**\_\_\_\_\_ is the ability to develop good ideas that can be put into action.

Select correct option:

Aptitude

**Creativity 23**

Proficiency

Skill

**113-**Which of the following will help you in choosing a career in future?

Select correct option:

Understanding the inner you

Assessing your interests

Assessing your skills

**All of the given options 76-77**

**114-**Rizwan can make better decisions than other people because he is:

Select correct option:

**Intelligent, well educated and experienced 22**

Intelligent and risk taker

Flexible and educated

Risk taker

**115-**Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

**All of the given options**

**116-**Positive self-talk is:

Select correct option:

Bragging

Self-defeating

**Saying positive things about yourself to yourself**

Saying positive things about yourself to other people

**117-Primary group has all the characteristics EXCEPT:**

Select correct option:

Face to face interaction

Small in size

**Less intimate**

Long-lasting relationships

**118-Which of the following situation rises when demands are not met and pressure on individual is prolonged?**

Select correct option:

**Stress**

Conflict

Clash

Disagreement

**119-The first step in the self-discipline model is to:**

Select correct option:

Compartmentalize spheres of life

Search for pleasure within the task

Develop role models

**Formulate a mission statement**

**120-Which one of the following is NOT a component of attitudes?**

Select correct option:

Cognitive

Affective

**Negative**

Behavioral

**121-A realistic goal is one that:**

Select correct option:

Includes money as well as happiness

Is comparatively easy to attain

Matches the employer's wishes

**Regulates the right amount of challenge**

**122-Which of the following is suggested way of improving crosscultural relations?**

Select correct option:

Focus on the individual

Develop cultural sensitivity

Participate in diversity Training

**All the suggestions can help to improve**

**123-Anything you are doing that allows time to get away from you**

Select correct option:

Anything you are not doing that allows you to set free

Anything you are not doing that allows you to set free  
Something that cannot be identified

**Time log**

**124-**Effective decision makers do not rely on careful analysis only.  
Instead they also use their intuition which is based on:

Select correct option:

**Knowing and sensing**

Guessing

Being certain

Hoping

**125-**Which one of the following skills is more important than technical skills?

Select correct option:

Personal

Communication

**Interpersonal**

Public

**126-**The flow of communication from high level to lower level is called:

Select correct option:

Diagonal

Horizontal communication

Upward communication

**Downward communication**

**127-**Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:

Select correct option:

Classify

**Discriminate**

Judge

Categorize

**128-**Emotional intelligence generally compacted with the ability to:

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

**129-**Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

**Neurobiological 30**

Obsessive-Compulsive

Narcolepsy

**130-**To become a better listener, you should first learn to:

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

**131-**Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with \_\_\_\_\_.

Select correct option:

Data

Things

**People**

Information

**132-**Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

**133-**Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.

Select correct option:

**Stimulants**

Depressant

Narcotic

Relaxant

**134-**Which of the following is a suggested way of building good relationships with customers?

Select correct option:

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

**135-**The simplest explanation for self-defeating behavior is that some people suffer because of their:

Select correct option:

Poor planning

Unrealistic expectations

Fear of intimacy

**All of the given options**

**136-**The ages of \_\_\_\_\_ are the most crucial in developing and strengthen your feelings about yourself.

Select correct option:

**12-18**

13-16

11-14

10-13

**137-**To rely on stored information that is repackaged as insight to make decisions called:

Select correct option:

Long forgotten information

Accessible only to highly creative people

Long-term memory

**Intuition 22**

**138-**Which one of the following is NOT a reason that people procrastinate?

Select correct option:

Overwhelming

Unpleasant tasks

Fear of success

**To get more money**

**139-**The basic principle in getting along with coworkers is to follow:

Select correct option:

Written rules

Work standards

Safety rules

**Group norms 69**

**140-**An important component of self-discipline is:

Select correct option:

Say no to every request made of you

**Minimize excuse making**

Say yes to every request made of you

Never take time off from work

**141-**Teams in organizations emphasize \_\_\_\_\_ communication.

Select correct option:

Downward

**Horizontal**

Upward

Diagonal

**142-**Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

**Non verbal**

Verbal

Unwritten

**143-**An individual who always agree with everyone and flexible to change has a \_\_\_\_\_ communication style.

Select correct option:

**Supportive**

Reflective

Versatility

Emotive

**144-**Workplace violence usually stems from:

Select correct option:

**Anger**

Failure

Disturbance

Displeasure

**145-**Having certain character traits contributes to being trustworthy and being perceived as a trustworthy person. Which of the following is likely to be perceived as attribute of a leader who can be trusted?

Select correct option:

Being Compassion

Act in selflessness manner

Being honest

**All of the given attributes**

**146-**\_\_\_\_\_ are a major part of the organizational culture.

Select correct option:

Beliefs

Values

**Norms**

Standards

**147-**Which one of the following is NOT a reason that people procrastinate?

Select correct option:

Overwhelming

Unpleasant tasks

Fear of success

**To get more money 88**

**148-**To rely on stored information that is repackaged as insight to make decisions called:

Select correct option:

Long forgotten information

Accessible only to highly creative people

Long-term memory

**Intuition**

**149-**Asma is taking stress to get good grade in exams that shows her:

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

**150-**Identify which of the following is the sum of self-confidence and self-respect.

Select correct option:

**Self-esteem**

Self efficacy

Self love

Self worth

**151-**The leading cause of poor productivity and career self-sabotage is:

Select correct option:

Nepotism

Sabotage

**Procrastination 88**

Overwhelming

**152-**Work smarter not \_\_\_\_\_ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.

Select correct option:

Faster

**Harder**

Quicker

Later

**153-**Which of the following will help you in choosing a career in future?

Select correct option:

Understanding the inner you

Assessing your interests

Assessing your skills

**All of the given options**

**154-**Salesperson should try to create goodwill through:

Select correct option:

**Proper communication 72**

Suggestive Selling

Merchandise Knowledge

Cooperation

**155-**Job search is a \_\_\_\_\_ way of finding a job that suits your circumstances and interests.

Select correct option:

Proper

**Systematic 79**

Experimental

Logical

**156-**Which of the following country make more extensive use of body language as high-context culture?

Select correct option:

**China**

France

Korea

Mexico

**157-**The most frequently satisfied need is:

Select correct option:

**Safety and security**

Esteem

Belongingness and love

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<http://www.vustudents.net>



Self-actualization

**158-**The first step in problem solving is:

Select correct option:

Noticing the problem

**Defining the problem**

Know a level of importance to the problem

Assigning someone to handle the problem

**159-**Which one of the following introduces the applicant with the prospective employer?

Select correct option:

Cover letter

**Resume 83**

Testimonials

Letter

**160-**Work and family conflict occurs when the individual has to perform:

Select correct option:

**Multiple roles**

Few roles

Tricky roles

Unexpected roles

**1.**A widely used method to improve creativity is the \_\_\_\_\_ technique.

Select correct option:

**Forced-association**

Challenge your Ruts

Borrow creative ideas

Play the roles of explorer

**2.** To achieve peak performance one must:

Select correct option:

Increase stress level

Engage in the right amount of negative self-talk

Avoid input from others

**Totally focus on the task at hand**

**3.**Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

**4.**Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others

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### **Effectiveness in dealing with people**

Appreciation of people

Customer dealing

**5.** Having certain character traits contributes to being trustworthy and being perceived as a trustworthy person. Which of the following is likely to be perceived as attribute of a leader who can be trusted?

Select correct option:

Being Compassion

Act in selflessness manner

Being honest

**All of the given attributes** not sure

**6.** All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

**De-emphasize nonverbal communication**

Observe cultural differences in manners/customs

**7.** Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

**8.** From management point of view, Human Relations are very important because it contributes to:

Select correct option:

**Organizational effectiveness**

Equality among the workers

High turnover of employees

Control over employees

**9.** All of the following personality traits can easily stimulate stress EXCEPT:

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

**10.** Ayesha is known for walking the talk, or showing consistency between her words and her actions. Ayesha has developed a reputation for:

Select correct option:

**Self-confidence**

Emotional intelligence

Trustworthiness

High energy

11. Which of the following country make more extensive use of body language as high-context culture?

Select correct option:

**China**

France

Korea

Mexico

12. The two main components of self-esteem are:

Select correct option:

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

13. An individual who develops a strong work ethic will:

Select correct option:

**Be strongly motivated**

Be qualified for a managerial position

Behave in a highly decent manner

Develop a learning-goal orientation

14. Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

15. One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

**Self worth**

16. Saying things about yourself such as "I may be stupid but..." or "I know I'm usually wrong but...." are examples of:

Select correct option:

False modesty

Positive self-talk

**Negative self-talk**

Ways to make sure others do not expect too much from you

17. To become a better listener, you should first learn to:

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

**18.** Negotiation may take place:

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

**19.** One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

**Self worth**

**20.** Which one of the following stress is good because it makes you able to achieve something?

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

) A nonverbal indicator that a person is lying likely to be:

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

Frequent rubbing of the nose

**Facial**

**expressions**

**that last about four or five seconds**

Ask receivers their understanding

or interpretation of what you said. Also use

nonverbal indicators to gauge how well your message has been delivered.

Another consideration is to check for feelings in addition to conveying the facts. **(Page-36)**

2) Companies gain the edge

when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

**A feeling**

**of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

3) A good supplier to positive

attitudes is:

Select correct option:

Pessimism

**Optimism**

Being a famous person

Low salary

Attitude is something that lies between

emotions and thought processing. Attitude may be positive or negative. If someone has good feelings

about something e.g. towards his/her work, or people, then it is positive

attitude otherwise it would be negative. **(Page-16)**

4) Set of people with different

set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:

Select correct option:

Sub-culture

Society

Group

Culture

**Definition of sub culture:**

*“Set of*

*people with different set of behaviors and beliefs which differentiates them from a larger culture of which they are a part”.*

In other words **sub-culture** helps in producing smaller cultural groups as youth cultures, army officer's culture, elite culture etc. all form different groups having different cultural impact on capacities, beliefs and knowledge.

**(Page-04)**

4) Which one of the following

is a situation where there are demands on a person?

Select correct option:

Stress

Conflict

Clash

Dispute

This aspect of personality is linked with stress. **Stress**

is situation

where there are

demands on a person. **(Page-06)**

5) A realistic goal is one

that:

Select correct option:

Includes money as well as

happiness

Is comparatively easy to attain

Matches the employer's wishes

Regulates the right amount  
of challenge

**Set Realistic Goals:** A realistic goal represents  
the right amount of challenge

for the person pursuing the goal. The higher a person's self-efficacy,  
the more likely he or she may think that a goal is realistic. **(Page-20)**

6) Attitudes are an important

part of human relations because they are linked to:

Select correct option:

Perception

Motivation

**Relationships**

All of the given options

Attitude influences the behaviour

of the individuals. Attitude is a usual way of doing things. Successes

and failures in life depend upon the attitude of the individuals. **If attitudes are  
positive,**

**then human relations will be positive. And positive human relations  
are necessary for a successful life.**

a. Attitude is a disposition to  
approach

an idea, event, person, or an object.

b. It is a tendency to act in one

way or the other toward an 'attitude object' or something (i.e.

idea, event, person, object, food, colour, and furniture, virtually  
everything). **(Page-16)**

7) A person is able to perform

better in which stress:

Select correct option:

Work

**Positive**

Negative

Emotional

**Positive stress- it**

**is called u-stress; you perform well due to this stress.**e.g.

Stress in exams makes you achieve better marks in the examination.

**(Page-06)**

Negotiation may takes place:

Select correct option:

Between two people

Between groups

Within a group

**All of the  
given options**

9) During electronic brainstorming, suggestions from group members are:  
Select correct option:  
Accumulate in a file for review at a later time

**Entered into the computer and seen by other group members**

Edited automatically for spelling and grammar  
Approach through the cellular phone

*Electronic Brainstorming.* In electronic brainstorming, group members simultaneously enter their suggestions into a computer, and members can still build on each other's ideas.

**(Page-26)**

10) Ahmad is a salesperson. He has high \_\_\_\_\_ than an accountant.  
Select correct option:

**Sociability**

Supremacy  
Reflexive  
Directive

11) The two main components of self-esteem are:  
Select correct option:  
Self-respect and self-denial  
Self-confidence and self-indulgence  
not sure.

Self-efficacy and self-respect  
Self-denial and self-discipline

12) All of the following are the characteristics of Type A personality EXCEPT:  
Select correct option:

Time conscious  
Easy-going pg 5

Competitive  
Fast moving

13) Effective decision makers do not rely on careful analysis only. Instead they also use their intuition

which is based on:  
Select correct option:

Knowing and sensing

Guessing

Being certain

Hoping

14) Which of the following is

likely to damage a partnership relationship between the leader and his followers?

Select correct option:

Leader does not share vision  
with followers

Leader exerts a lot of formal  
power in getting things done by the group

The leader sometimes reshapes  
the facts to fit his needs and is less than honest

All of the given options

15) The actions or reactions

of an individual in response to external or internal stimuli is called:

Select correct option:

Attitude

Behavior pg 16

Perception

Ethics

16) Informal transmission of

information, scandal or rumor from person to person called:

Select correct option:

Gossip

Grapevine communication

pg 40

Vertical communication

Horizontal communication

17) Waleed knows his leadership

qualities and the strengths and weaknesses. He is more likely to  
accomplish

his assigned task that shows his self:

Select correct option:

Love

Esteem

Awareness ref

you know your leadership qualities and the strengths and weaknesses  
of your team members you are more likely to accomplish your task

Perception

18) A negative and \_\_\_\_\_

attitude damages all hope of career success.

Select correct option:

Self-defeating

ref A negative and self-defeating attitude destroys all hope of career  
success.

Self-projection



Self worth

Self centered

19)What kind of personality  
is usually associated with stress?

Select correct option:

Type A

Type B The Type B personality  
is the opposite of Type A which is commonly associated

Inner directed

Traditional

20)Organized clubs and  
committees

are example of:

Select correct option:

Emergent Groups ref Organized  
clubs, social groups, or committees

Work Groups

Social Groups

Out group

21)According to research which  
of the following percentage reveals that all business communication  
fails to achieve the intended purposes.

Select correct option:

70 percent Various research  
studies have revealed that as much as 70 percent of all business  
communication

fails to achieve the intended purposes

40 percent

65 percent

80 percent

22)The meanings that an individual  
acquires

from other person's speech called:

Select correct option:

Perceived meanings

Intended meanings

Pure meanings

Dictionary meanings

23)Negative attitudes disrupt the process  
of:

Select correct option:

Conflict

Change ref Negative  
attitudes

towards change will disrupt the process of change

Effort

Production

Person and professional problems can solve through which of the following positive attitude?

Select correct option:

Speak and act with enthusiasm

Expect success rather than fear failure

You learn from error and defeat

All of the given options

24) A person is able to perform better in which stress:

Select correct option:

Work

Positive

Negative

Emotional

25) Which one of the following is NOT an example of self-defeating behavior?

Select correct option:

Disorganization

Excessive guilt

Losing temper

Proactive pg 27 can read list of behaviours

26) People tend to be all of the following under too much stress EXCEPT:

Select correct option:

Destructive

Short-tempered

Emotional

Agreeable

27) A key characteristic of self-disciplined people is that they:

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

Work toward attaining goals without being distracted

28) Which of the following is NOT a part of the communication process?

Select correct option:

Encoding

Decoding

Feedback

Accepting

29) The first step in problem solving is:

Select correct option:

Noticing the problem

Defining the problem PG 23 but am still confused in b/w 1 & 2)

Know a level of importance to the problem

Assigning someone to handle the problem

30) Mostly personal problems emerge through

self-defeating:

Select correct option:

Attitudes and behaviors pg 27

Approach

Actions

Activities

31) Which of the following is a form of depression that develops during the hot and humid?

Select correct option:

Obsessive-Compulsive Disorder

Seasonal Affective Disorder

Neurobiological Disorders

Attention Deficit Disorder

32) Which of the following is the act of understanding message?

Select correct option:

Encoding

Decoding ref understanding the message

Communication media

Channel

33) Which of the following is the act of understanding message?

Select correct option:

Encoding

Decoding ref understanding the message

Communication media

Channel

34) Which one of the following is NOT the characteristic of a group?

Select correct option:

Share common goals

One sided interaction pg 12 list of characteristics there

Characterize themselves as members

Belongingness to members

35) The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.

Select correct option:

Pure

Dictionary

Superficial

Perceived ref pg 2

36) Which one of the following is a

disposition

to approach an idea, event, person, or an object?

Select correct option:

Attitude pg 16

Behavior

Perception

Ethics

37) Minimum persons required for a group

are:

Select correct option:

Four

Three

Two ref Two or more

individuals

who interact with one another.

Five

38) Mostly personal problems emerge

through

self-defeating:

Select correct option:

Attitudes and behaviors pg 27

Approach

Actions

Activities

1- \_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence

Dissonance

Connect

Conflict

2- Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

Anxiety **Ref: it is a feeling of distress or uneasiness caused by fear of an imagined problem Page 34**

Hopelessness

Narcolepsy

Gloominess

3- Which one of the following is the totality of an individual's personality?

Select correct option:

Selfawareness

Self confidence **Self confidence is the totality of your personality Page 08**

Self esteem

Self love

4- Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behavior Ref : Most personal problems are usually the creation of your own. They emerge through self-defeating attitudes and behaviours.

Approach

Actions

Activities

5-Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

Awareness Ref : leadership qualities and the strengths and weaknesses of your team members you are more likely to accomplish your task

Perception

7-When the differences between groups emerged, you can expect:

Select correct option:

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

All of the given options

8-Unsatisfied needs motivate us until they:

Select correct option:

Become satisfied Ref : Personal needs and wants motivate people until these are satisfied

Become discouraged

Direct to working hard

Direct to self-esteem

9- Organized clubs and committees are example of:

Select

Emergent Groups Ref: Some groups form spontaneously, such as a group of friends.

Other groups are contrived, that is they are formed for a specific purpose. Organized clubs, social groups, or committees are contrived groups.

Work Groups

Social Groups

Out group

10-Workers with positive attitudes are likely to:

Select correct option:

Be liked by customers

Receive good performance reviews

Be promoted

All of the given options

11-All of the following are barriers to effective communication EXCEPT:

Select

Eliminate noise

Distortion of information

Communication overloads

Improper timing

12- An important component of self-discipline is:

Select correct option:

Say no to every request made of you

**Minimize excuse making** Page 22 8. *Minimize excuse making.* Self-disciplined people concentrate their energies on goal accomplishment rather than making excuses for why work is not accomplished.

Say yes to every request made of you

Never take time off from work

13- Effective decision makers do not rely on careful analysis only. Instead they also use their intuition which is based on:

Select correct option:

Knowing and sensing

Guessing

Being certain

Hoping

14-Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others

Effectiveness in dealing with people

Appreciation of people

Customer dealing

15-The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.

Select correct option:

Pure

Dictionary

Superficial

Perceived Ref The difference between intended and perceived meanings is called misunderstanding

16-According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

Cognitive restructuring

Optimistic approach

Grievance Procedure

Negotiation

17-A key characteristic of self-disciplined people is that they:

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

**Work toward attaining goals without being distracted**

18-Which one of the following is a disposition to approach an idea, event, person, or an object?

Select correct option:

Attitude Ref : Attitude is a disposition to approach an idea, event, person, or an object

Behavior

Perception

Ethics

19-Ferhat is able to channelized the pressure to perform the task, that pressure is called:

Select correct option:

Positive stress Ref : If that pressure is channelized and the person is able to perform the task then that pressure is normal stress, **positive stress**

Negativestress

Distress

Chronic Stress

20-A person is communicating about himself or herself in public, he is showing:

Select correct option:

Self-concept

Self-knowledge

Private self

Projected self ( REF : What the person would like to project in public)

**Which one of the following influences the behavior of individuals?**

**Personality**

Emotions

Attitude

Consciousness

**Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:**

Internet dependence

Internet professional

Internet customer

**Internet fond**

**Which of the following is NOT a part of the communication process?**

Encoding

Decoding

Feedback

**Accepting**

**Asma is taking stress to get good grade in exams that shows her:**

Hyper stress

**Positive stress**

Negative stress

Distress

**Which of the following strategy can help to overcome self defeating attitude?**

**Examine yourself and make the necessary changes**

Stop blaming others for your problems and cursing Fate

Some personal problem

All of the given options

**Aisha is in search of a good job for this purpose she is calling to the prospective employers' unsolicited phone calls which is recognized as \_\_\_\_\_.**

**Telesearch**

E-mail campaign

Database service

None of the given options

**When delivering bad news to a customer, which of the following should you do?**

Apologize to the customer at least three times

Speak in a serious and straightforward manner as rapidly as possible

**Focus on talking about solving the problem**

Establish immediately where the fault for the problem lies

**Which of the following is one of the tips on establishing a bond with your customer?**

Provide service that is at least average or above

Give them the pickle

**Show care and concern**

Avoid ever allowing another customer to see how you treat the special customer you have bonded with

**Applying for a job is usually \_\_\_\_\_.**

**Stressful**

Fun

A straightforward, step-by-step standardized procedure

Easy

**Which of the following is not a good tip for preparing for an interview?**

Do your homework

Practice

Arrive on time

**None of the above**

**Which one among the following is not a barrier to cross cultural relations?**

Ethnocentrism

Intergroup Rather than Interpersonal Relationships

Stereotypes in Intergroup Relations

**Applying Knowledge of Cultural Differences**

**Which of the following is not a characteristic of a good resume?**

Easy-to-read

Well-organized

**Hand-written**

Accurate

**To succeed in your career, you should not \_\_\_\_.**

Continue to learn new things

Accept challenges

**Become a workaholic**

Change jobs when necessary

**Which of the following is/are considered to be importance traits of effective leaders?**

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

**Organized clubs and committees are example of:**

**Emergent Groups**

Work Groups

Social Groups

Out group

**If employees are following the principles and \_\_\_\_\_ of the organizations, they should be given rewards to promote and encourage their behavior.**

**Code of conduct**

Values

Standards

Traditions

**Workers with positive attitudes are likely to:**

Be liked by customers

Receive good performance reviews

Be promoted

**All of the given options**

**Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?**

**Anxiety**

Hopelessness

Narcolepsy

Gloominess

**If an individual has no concern of the political activities that who is being elected in elections, it is the sign of:**

Compassion

Passivity

Empathy

**Apathy**

**Asma has feeling of disinterest with reference to her education, family and friends, it indicates which type of behavior.**

**Apathetic**

Extrovert



Aggressive

All of the given options

**Two-income couples can manage the challenges of life if they:**

Divide household tasks equitably

Establish priorities and manage time carefully

Deal with feeling of competitiveness

**All of the given options**

**Which one of the following is NOT the sphere of life and happiness?**

Financial health

**Emotional superficial states**

Work and career

Spiritual life or belief system

**“Human relationships are based mainly on self-interest” is the focus point of:**

Balance theory

**Social exchange theory**

Need theory

Trait theory

**To succeed in your career, you should not:**

Continue to learn new things

Accept challenges

**Become a workaholic**

Change jobs when necessary

**Which of the following is NOT the logical step of developing a personal budget?**

Establishing goals

**Getting the budget approved**

Carrying out the budget

Evaluating the budget

**7 Which one of the following is NOT the component of career advancement model?**

More emphasis on temporary leadership assignments

Climbing the ladder of self-fulfillment

**More emphasis on vertical growth than horizontal growth**

Being promoted as much for learn-how as know-how

**Which one of the following is suggested time management technique?**

Make good use of technology

Clean up and get organized

Concentrate on one key task at a time

**All of the given options**

**To develop a proactive personality you can attempt to be more of a selfstarter and:**

Learn to read people

Develop social skills

Learn to say no

**Take more initiative to solve problems**

**Which one of the following theory indicates that our hormones direct us to sense or screen potential mates?**

**Biochemical**

Psychological

Psychosocial

Physiological

**Which one of the following resume formats is NOT commonly used?**

Targeted resume

**T-form resume**

Functional resume

Chronological resume

**Ahmad prepares a gimmicky resume for job finding, why he prepares this type of**

**resume?**

**To get the attention of the prospective employer**

To presents skills in a creative form

To focus on a specific job target

To present facts in reverse chronological order

**Hamna frequently identifies opportunities and acts on them until she brings about change.**

**Hamna likely to have a \_\_\_\_\_ personality.**

**Proactive**

Reactive

Type B

Type A

\_\_\_\_\_ test measures personal attributes and characteristics of an individual.

**Personality**

Aptitude

Interest

Achievement

**Hasan has the capability to meet the requirements to get a particular job, which type of resume he will prepare.**

**Targeted résumé**

Creative resume

Chronological résumé

Functional résumé

**Aisha is in search of a good job for this purpose she is calling to the prospective employers' unsolicited phone calls which is recognized as \_\_\_\_\_.**

**Telesearch**

E-mail campaign

Database service

None of the given options

**When delivering bad news to a customer, which of the following should you do?**

Apologize to the customer at least three times

Speak in a serious and straightforward manner as rapidly as possible

**Focus on talking about solving the problem**

Establish immediately where the fault for the problem lies

**Which of the following is one of the tips on establishing a bond with your customer?**

Provide service that is at least average or above

Give them the pickle

**Show care and concern**

Avoid ever allowing another customer to see how you treat the special customer you have bonded with

**Applying for a job is usually \_\_\_\_\_.**

**Stressful**

Fun

A straightforward, step-by-step standardized procedure

Easy

**Which of the following is not a good tip for preparing for an interview?**

Do your homework

Practice

Arrive on time

**None of the above**

**Which one among the following is not a barrier to cross cultural relations?**

Ethnocentrism

Intergroup Rather than Interpersonal Relationships

Stereotypes in Intergroup Relations

**Applying Knowledge of Cultural Differences**

**Which of the following is not a characteristic of a good resume?**

Easy-to-read  
Well-organized  
**Hand-written**

Accurate

**To succeed in your career, you should not \_\_\_\_.**

Continue to learn new things

Accept challenges

**Become a workaholic**

Change jobs when necessary

**Ahmad use essential strategy for cultivating his peers, to function as a \_\_\_\_\_.**

**Team player**

Moderator

Managers

D. Interpreter

**The most important reason employees resist change is \_\_\_\_\_.**

**Change brings stress and discomfort**

The change is often not presented as a choice

The change will require them modify or completely abandon their daily routines

They hate the managers who are demanding the change

\_\_\_\_\_ **between the personality and expectations of the organization, results into some sort of stress.**

Divergence

Dissonance

Connect

Conflict

**Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?**

Anxiety

Hopelessness

Narcolepsy

Gloominess

**Which one of the following is the totality of an individual's personality?**

Selfawareness

Self confidence

Self esteem

Self love

**Mostly personal problems emerge through self-defeating:**

Attitudes and behavior

Approach

Actions

Activities

**Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:**

Love

Esteem

Awareness

Perception

**When the differences between groups emerged, you can expect:**

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

All of the given options

**Unsatisfied needs motivate us until they:**

Become satisfied

Become discouraged

Direct to working hard

Direct to self-esteem

**Organized clubs and committees are example of:**

Emergent Groups

Work Groups

Social Groups

Out group

**Workers with positive attitudes are likely to:**

Be liked by customers

Receive good performance reviews

Be promoted

All of the given options

**All of the following are barriers to effective communication EXCEPT:**

Eliminate noise

Distortion of information

Communication overloads

Improper timing

**An important component of self-discipline is:**

Say no to every request made of you

**Minimize excuse making**

Say yes to every request made of you

Never take time off from work

**Effective decision makers do not rely on careful analysis only. Instead they also use their intuition which is based on:**

Knowing and sensing

Guessing

Being certain

Hoping

**Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:**

Ability to influence others

Effectiveness in dealing with people

Appreciation of people

Customer dealing

**The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.**

Pure

Dictionary

Superficial

Perceived

**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?**

Cognitive restructuring

Optimistic approach

Grievance Procedure

Negotiation

**A key characteristic of self-disciplined people is that they:**

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

Work toward attaining goals without being distracted

**Which one of the following is a disposition to approach an idea, event, person, or an object?**

Attitude

Behavior

Perception

Ethics

**Ferhat is able to channelized the pressure to perform the task, that pressure is called:**

- Positive stress
- Negativestress
- Distress
- Chronic Stress

**A person is communicating about himself or herself in public, he is showing:**

- Self-concept
- Self-knowledge
- Private self
- Projected self

**Nasir frequently engages in negative self-talk which can be a problem because it:**

- Generate emotional illness
- Lowers group morale

**Lowers self-confidence**

- Confuses group members

**A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions to a problem.**

**Lateral thinker**

- Intellectual
- Emotionally intelligent person
- Scholar

**A social group towards which an individual feels opposition or a desire to compete is called:**

- In group

**Out group**

- Reference group
- Secondary group

**Self-esteem is:**

**The experiences of feeling like you are better than other people**

- The experiences of feeling like you are not as good as other people
- The experience of feeling over confident
- The experience of feeling competent and of being worthy of happiness

**Feelings of helpless and negative thinking are examples of \_\_\_\_\_ attitude.**

**Self-defeating**

- Feelings of helpless and apathetic attitude are examples.
- Distress
- Abnormal
- Excessive guilt

**All of the following are barriers to effective communication EXCEPT:**

**Eliminate noise**

- Distortion of information
- Communication overloads
- Improper timing

**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?**

**Cognitive restructuring**

- Optimistic approach
- Grievance Procedure
- Negotiation

**Informal transmission of information, scandal or rumor from person to person called:**

- Gossip

**Grapevine communication**

- Vertical communication
- Horizontal communication

**Which one of the following is NOT the characteristic of a group?**

- Share common goals

**One sided interaction**

Characterize themselves as members

Belongingness to members

**According to research which of the following percentage reveals that all business communication fails to achieve the intended purposes.**

**70 percent**

40 percent

65 percent

80 percent

**Which one of the following would be considered as an organization?**

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a**

**part called:**

**Sub-culture Page**

Society

Group

Culture

**The two main components of self-esteem are:**

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

**People tend to be all of the following under too much stress EXCEPT:**

Destructive

Short-tempered

Emotional

**Agreeable**

**On a continuum of dominance, people tend to be either:**

**Low dominating or high dominating**

High dominating

Low dominating

Dominance

**One must keep in mind the following to manage anger EXCEPT:**

Express your anger before it reaches a high intensity

**Hesitant to express anger**

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

**Mostly personal problems emerge through self-defeating:**

**Attitudes and behaviors**

Approach

Actions

Activities

**A major contributor of self-confidence is:**

**Receiving positive feedback from others**

Receiving negative feedback from others

Setting low goals for oneself

Losing out in competition to people more talented than oneself

**The characteristics of creative workers include:**

Personality

Knowledge

Intellectual abilities

**All of the given options**

**A person is communicating about himself or herself in public, he is showing:**

Self-concept  
Self-knowledge  
Private self

**Projected self**

**All of the following are the characteristics of Type A personality EXCEPT:**

Time conscious

**Easy-going**

Competitive  
Fast moving

**Which of the following is a tendency to seek and enjoy social relationships with others?**

**Sociability**

Hostility  
Resentment  
Supremacy

**What kind of personality is usually associated with stress?**

Type A

**Type B**

Inner directed  
Traditional

**Negative attitudes disrupt the process of:**

Conflict

**Change**

Negative attitudes towards change will disrupt the process of change.  
Effort

Production

**The meanings that an individual acquires from other person's speech called:**

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Intended meanings  
Pure meanings  
Dictionary meanings

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**Ahmad use essential strategy for cultivating his peers, to function as a \_\_\_\_\_.**

**Team player**

Moderator

Managers

Interpreter

**The most important reason employees resist change is \_\_\_\_\_.**

**Change brings stress and discomfort**

The change is often not presented as a choice

The change will require them modify or completely abandon their daily routines

**Creativity takes place when \_\_\_\_\_ components come together.**

**Three**

Two

Four

One

**Neglecting the normal need for rest and relaxation can lead to:**

**Workaholism**

Obstacles

Stress

Strain

**Work habits refer to a person's characteristic approach to work, including:**

**Priority setting**

Handling of paper work

E-mail

Handling of paper work, Priority setting and organizational productivity

**Positive self-talk is:**

Bragging

Self-defeating

**Saying positive things about yourself to yourself**

Saying positive things about yourself to other people

**All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:**

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

**Use mirroring to establish rapport**

**Strategies for improving ones self-confidence generally work well unless the person has deep-root feeling of:**

**Superiority**

Inferiority

Fear

Authority

**You have to be motivated and establish goals to:**

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**Work and family conflict occurs when the individual has to perform:**

**Multiple roles**

Few roles

Tricky roles

Unexpected roles

**Ali is valued by his employer because of the way he handles complaints. It is likely that**

**Ali:**

**Lets his boss solve his complaints**

Goes to his boss's boss with his complaints

Gets his coworkers involved with his complaints

Backs up complaints with action plans

**The basic principle in getting along with coworkers is to follow:**

Written rules

**Work standards**

Safety rules

Group norms

**Which kind of values influences decision making at every step?**

Personal

Social

**Personal and social**

Collective and personal

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Divergence

**Dissonance**

Connect

Conflict

**The key elements to ask questions when identifying the root cause of a problem are:**

People, materials and methods

Effects, consequences and results

Equipment and services, attitudes and motivations

**Qualitative, quantitative and impartial factors**

**Personal traits and characteristics related to job performance can be measure through which type of psychological test?**

**Personality**

Aptitude

Achievement

Interest

**Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with \_\_\_\_\_.**

Data

Things

**People**

Information

**Which of following is a suggestion for dealing with difficult people?**

Listen and respond

**Give ample feedback**

Use humor

The entire above are suggested ways

**Developing an action plan in goal setting is to:**

**Describe a method for achieve the goal**

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Adjust the difficulty of the goal

**Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.**

**Sociability**

Supremacy

Reflexive

Directive

**Which of the following is/are true about organizational communication?**

Keep workers informed about what is going on in the organization

Help ensure that workers are knowledgeable about the organization's policies and practices

Focus on employees

**All of the given options**

**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

**Cognitive**

Positive

Behavioral

Social

**The leading cause of poor productivity and career self-sabotage is:**

Nepotism

Sabotage

**Procrastination**

Overwhelming

**Which of the following is NOT the type of psychological tests that are used in selecting employees?**

**Attitude tests**

Interest tests

Personality tests

Achievement tests

**Which one of the following is a myth about choosing a career?**

Choosing a career is complex phenomena

**A career counselor can tell me what occupation to pick**

I should not choose a career from a list of popular careers

Experience is more important than money

**The first step in the self-discipline model is to:**

Compartmentalize spheres of life

Search for pleasure within the task

Develop role models

**Formulate a mission statement**

**An important component of self-discipline is:**

Say no to every request made of you

**Minimize excuse making**

Say yes to every request made of you

Never take time off from work

**Which disorder can be treated successfully with medication and a supportive environment at home and on the job?**

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

**Which one of the following is NOT a technique for reducing Procrastination?**

Counter attack

Jump-start

Sub-divide the large task

**Professionalism**

**A Person's views about his job and organization is shown by his/her:**

**Attitude**

Level of ability

Salary

Ethics

**All of the following are barriers to good cross-cultural relations EXCEPT:**

Perceptual expectations

Different norms and codes of conduct

Stereotypes

**Speaking more than one language**

**Which one of the following is a disposition to approach an idea, event, person, or an object?**

**Attitude**

Behavior

Perception

Ethics

**Which of the following is a suggested way of building good relationships with customers?**

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

**To experience happiness and satisfaction, an individual should live in:**

**Present moment**

Facilities  
Luxuries  
Lavishness

**The key components of emotional intelligence include self-awareness, relationship management, self management and:**

**Social awareness**

Emotional instability  
Musical intelligence  
Self confidence

**Now a days organizations are emphasizing more on which type of growth?**

**Horizontal**

Vertical  
Lateral  
Straight up

**Neglecting the normal need for rest and relaxation can lead to:**

**Workaholism**

Obstacles  
Stress  
Strain

**The good organizational \_\_\_\_\_ go above and beyond the call of duty.**

Manager  
Worker  
Customer

**Citizen**

**The cognitive process, in which an individual selects, organizes and gives meaning to environmental stimuli called:**

Intelligence

**Perception**

Reasoning  
Emotion

**Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:**

Love  
Esteem

**Awareness**

Perception

**The actions or reactions of an individual in response to external or internal stimuli is called:**

Attitude

**Behavior**

Perception  
Ethics

**An individual who always agree with everyone and flexible to change has a \_\_\_\_\_ communication style.**

**Supportive**

Reflective  
Versatility  
Emotive

**Employees who endeavor to ensure the proper, effective and efficient use of organizational resources have:**

**Professional values**

Democratic values  
Ethical values  
People values

**You tell yourself that if you try again, something terrible will happen.” Which term is used to depict above saying?**

**Fear narrative**

Career boomerang

Career portability

Risk taking

**Which of following is a suggestion for dealing with difficult people?**

Listen and respond

Give ample feedback

Use humor

**The entire above are suggested ways**

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Listen and respond

Give ample feedback

Use humor

**The entire above are suggested ways**

**Which of the following step use in grievance procedure?**

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

**All of the given options**

**Which of the following is a standard job-finding method?**

Personal contacts

**Unsolicited letter**

Internet

Nepotism

**A \_\_\_\_\_ is a small semi-conscious message we send with a powerful impact on the receiver.**

Channel

Communication

Flow

**Micro-inequity**

**A negative and \_\_\_\_\_ attitude damage all hope of career success.**

**Self-defeating**

Self projection

Self worth

Self centered

**Which of the following is a suggested way of building good relationships with customers?**

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

**Respect for human dignity and the value of every person should always inspire personal conduct and responsibility called:**

Professional values

Democratic values

Ethical values

**People values**

**Good relationships build due to proper:**

Resume

**Communication**

Behavior

Attitude

**Which one of the following introduces the applicant with the prospective employer?**

Cover letter

**Resume**

Testimonials

Letter

**Work habits refer to a person's characteristic approach to work, including:**

Priority setting

Handling of paper work

E-mail

**Handling of paper work,**

**Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.**

**Sociability**

Supremacy

Reflexive

Directive

**Negative attitudes disrupt the process of:**

Conflict

**Change Negative attitudes towards change will disrupt the process of change.**

Effort

Production

**All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:**

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

**Offensive attitude**

**Field of Human Relations:**

Get information about people's private lives

Get information about people's social life

Shows personal interest

**Applies specific techniques for dealing with all employees in the same way**

**The ages of \_\_\_\_\_ are the most crucial in developing and strengthen your feelings about yourself.**

**12-18**

11-14

10-13

**Which one of the following is NOT the characteristic of a group?**

Share common goals

**One sided interaction**

Characterize themselves as members

Belongingness to members

**Identify the major cause of apathy.**

Personal issues

Public interest

Mental health

**Showing no concern**

**A recommended approach to networking is to keep a list of at least \_\_\_\_\_ people whom you contact at least once a month, even by e-mail, SMS, or phone call.**

**25**

15

10

30

**A social group towards which an individual feels opposition or a desire to compete is called:**

In group

**Out group**

Reference group

Secondary group

**You have to be motivated and establish goals to:**

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**There should be knowledge of self \_\_\_\_\_ while planning a career.**

Strength

Opportunities

Power

**Strengths and weaknesses**

**Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:**

Ability to influence others

**Effectiveness in dealing with people**

Appreciation of people

Customer dealing

**Unwritten set of expectations for group members is referred to as:**

**Norms**

Synergy

Performance standards

Job descriptions

**Which of the following is a form of depression that develops during the hot and humid?:**

Obsessive-Compulsive Disorder

**Seasonal Affective Disorder**

Neurobiological Disorders

Attention Deficit Disorder

**Which one of the following is a major productivity drain of information technology?**

Stealing trade secrets over the Internet

**Many workers surf the Internet on company time**

People use internet at home

Photocopying machines keep blocking

**One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?**

Self-concept

**Self-efficacy**

Self-fulfilling prophecy

Self worth

**A notable consequence of perfectionism is that it often leads to a:**

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**Which of the following is a tendency to seek and enjoy social relationships with others?**

**Sociability**

Hostility

Resentment

Supremacy

**Ahmad must consider the following steps while establishing goals for budgeting**

**Select correct option:**

Decide on your needs and wants

Short-term and long-term frame

**Ignore the time frame for your budget**

Goal setting process

**The characteristics of creative workers include:**

Personality

Knowledge

Intellectual abilities

**All of the given options**

**The meanings that an individual acquires from other person's speech called:**



**Perceived meanings**

Intended meanings

Pure meanings

Dictionary meanings

**Which one of the following suggestion can help to resolve conflict with spouses?**

Listen carefully and give feedback

Use more positive behaviors than negative

Be prepared to compromise

**All suggestions can be helpful**

**Major investment decision is how to allocate investments among interest-bearing accounts which includes:**

Cash

Stocks

Bonds

**All of the given options**

**“Love is an experience seated in the non-rational side of the brain”. Identify the theory.**

**Need for intimacy theory**

Balance theory

Social exchange theory

Biochemical Theory

**Which of the following is/are considered to be importance traits of effective leaders?**

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

**Organized clubs and committees are example of:**

**Emergent Groups**

Work Groups

Social Groups

Out group

**If employees are following the principles and \_\_\_\_\_ of the organizations, they should be given rewards to promote and encourage their behavior.**

**Code of conduct Performance**

Values

Standards

Traditions

**Workers with positive attitudes are likely to:**

Be liked by customers

Receive good performance reviews

Be promoted

**All of the given options**

**Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?**

**Anxiety**

Hopelessness

Narcolepsy

Gloominess

**If an individual has no concern of the political activities that who is being elected in elections, it is the sign of:**

Compassion

Passivity

Empathy

**Apathy**

**Workplace violence usually stems from:**

**Select correct option:**

**Anger.**

Failure  
Disturbance  
Displeasure

**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

**Cognitive**

Positive  
Behavioral  
Social

**All are the techniques to cope with the loss of a relationship EXCEPT:**

Pamper yourself  
Get emotional support  
Give yourself time to heal

**Lag behind positive outcome**

**Feeling competent to cope with the basic challenges in life and of being valuable of happiness is called:**

Self-esteem  
Egotism  
Wishful thinking

**Self efficacy**

**Which of the following will help you in choosing a career in future?**

Understanding the inner you  
Assessing your interests  
Assessing your skills

**All of the given options**

**Salesperson should try to create goodwill through:**

**Proper communication**

Suggestive Selling  
Merchandise Knowledge  
Cooperation

**Which of the following is a suggestion for building good relationships with coworkers?**

Maintain honest and open relationships  
Make other people feel important  
Be a team player

**The entire above are suggested ways**

**Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with \_\_\_\_\_.**

Data  
Things  
People

**Information**

**Rizwan can make better decisions than other people because he is:**

**Intelligent, well educated and experienced**

Intelligent and risk taker  
Flexible and educated  
Risk taker

**Which of the following is NOT one of the recommended techniques for finding a job?**

Mail campaign  
Placement office and employment agencies

**Nepotism**

Impartiality

**The most frequently satisfied need is:**

Safety and security .  
Esteem

**Belongingness and love**

Self-actualization

**One must keep in mind the following to manage anger EXCEPT:**

Express your anger before it reaches a high intensity

**Hesitant to express anger**

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

\_\_\_\_\_ **is not benefit of portfolio career development.**

Developing your personal skills

Risk taking

**Lack of stability**

Dealing with change

**Which one of the following would be considered as an organization?**

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

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**A nonverbal indicator that a person is lying likely to be:**

A symmetrical smile

Maintaining eye contact without constant staring

Frequent rubbing of the nose

**Facial expressions that last about four or five seconds**

**Companies gain the edge when, in addition to having an educated workforce, employees**

**have high self-esteem and show all of the following behavior EXCEPT:**

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

**A good supplier to positive attitudes is:**

Pessimism

**Optimism**

Being a famous person

Low salary

**A realistic goal is one that:**

Includes money as well as happiness

Is comparatively easy to attain

Matches the employer's wishes

**Regulates the right amount of challenge**

**Attitudes are an important part of human relations because they are linked to:**

Perception

Motivation

**Relationships**

All of the given options

**A person is able to perform better in which stress:**

Work

**Positive**

Negative

Emotional

**Negotiation may takes place:**

Between two people  
Between groups  
Within a group

**All of the given options**

**During electronic brainstorming, suggestions from group members are:**

Accumulate in a file for review at a later time

**Entered into the computer and seen by other group members**

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Approach through the cellular phone

**Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.**

**Sociability**

Supremacy

Reflexive

Directive

**The two main components of self-esteem are:**

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

**All of the following are the characteristics of Type A personality EXCEPT:**

Time conscious

**Easy-going**

Competitive

Fast moving

**Effective decision makers do not rely on careful analysis only. Instead they also use their intuition which is based on:**

**Knowing and sensing**

Guessing

Being certain

Hoping

**Which of the following is likely to damage a partnership relationship between the leader and his followers?**

Leader does not share vision with followers

Leader exerts a lot formal power in getting things done by the group

The leader sometime reshapes the facts to fit his needs and is less than honest

**All of the given options**

**The actions or reactions of an individual in response to external or internal stimuli is called:**

Attitude

**Behavior**

Perception

Ethics

**Informal transmission of information, scandal or rumor from person to person called:**

Gossip

**Grapevine communication**

Vertical communication

Horizontal communication

**Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:**

Love

Esteem

**Awareness**

Perception

**The characteristics of creative workers include:**

Knowledge

Intellectual abilities

**All of the given options**

Personality

**A vision in leadership refers to:**

**An optimistic picture of the future of the organization**

A leader's ability to see through problems

A historical view of the organization

The leader's ability to inspire people

**Which of the following is a suggested way for developing your leadership potential?**

Help your leader lead

Acquire broad experience

Practice a little leadership when the opportunity presents itself

**All of the given are suggested ways**

**Which one of the following would be the *most* effective way to develop charisma?**

**Be emotionally reserved and somewhat cold**

Minimize personal risk taking

Make ample use of true stories

Be laid back and not overly concerned about attaining goals

**A recommended technique for overcoming cross-cultural communication barriers is to:**

**Use straightforward language and speak slowly and clearly**

De-emphasize nonverbal communication

Insist on a common code of etiquette

Place considerable weight on the sender's appearance

**Which of the following is NOT one of the suggested ways for coping with a problem manager?**

**Avoid your manager**

Learn from your manager's mistakes

Confront your manager about the problem

Judge your manager cautiously and slowly

**A surgical nurse brings her complaint directly to the top administrator of the hospital. She is, therefore, violating the tactic called:**

Learn from your boss's mistakes

Stay in touch

Recognize that your boss has problems too

**Avoid bypassing your manager**

**Asma has a strong *customer service orientation*, so she works hard to:**

Encouraging customers to shop by price

Helping customers

**Getting customers to make large purchases**

Selling the most profitable items first

**Ali will consult whom for professional approach to find out his first career?**

**Career counselor**

Career planner

Career analyst

Mentor

**Which one of the following tests measure personal attributes and characteristics of an individual?**

**Personality test**

Aptitude test

Interest test

Achievement test

**Which one of the following is an example of engaging in computer *goof off* behavior?**

Using a handheld computer instead of a PC

Scanning for computer viruses during company time

Making computations with a calculator instead of a computer

**Preparing elaborate computer graphics when unnecessary**

**Doing two or more routine tasks simultaneously that can sometimes enhance personal**

**productivity is often referred to as:**

Perfectionism  
Multitasking  
Time management  
Procrastination

**Now day's organizations are emphasizing more on which type of growth:**

**Horizontal**

Vertical  
Lateral  
Straight up

**To achieve goals and exert control on environment; one must have a(n):**

**Action plan**

Target  
Mission  
Ambition

**When choosing a career path, it is important to:**

**Interconnect your personal goals with your work plans**

Choose very high pay  
Choose one that gets you to the top quickly  
Choose very high post

**Which one of the following factors can help in curing depression?**

Thinking  
Emotions

**Self confidence**

Stress

**Identify the suggested way of building good relationships with customers.**

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals  
Place the company's needs first

**Ali is facing a major challenge for job hunting while using the internet to find a job. This major challenge is:**

Having a false sense of security that a job will come to him  
Having thousands of other job seekers applying for the same positions  
Finding a way to speak to a company representative

**All of the given options**

**A strongly recommended method for job hunting is:**

Job boards

**Company Websites**

Bill boards

Ads

**Which of the following is highly unusual, complicated tactic that involves a trick for finding a job?**

**Extreme job hunting**

Employment Agencies  
Company websites  
Help Wanted Ads

**Which one of the following introduces the applicant with the prospective employer?**

**Resume**

Testimonials  
Letter  
Cover letter

**A mission statement is likely to improve personal productivity because it:**

**Serves as a compass to direct your activities**

Establishes specific items to put on your to-do list  
Provides ethical guidelines for managing a career

Helps a person overcome fear of success

**Keeping an accurate record of job accomplishments can be valuable when being considered for:**

**Promotion**

Transfer

Bonus

Assignment to a team or project

**A sequence of positions necessary to achieve a goal called:**

**Career path**

Traditional career path

Horizontal career path

Career success

**The only way to experience genuine and lasting contentment, satisfaction and happiness is to learn to live your life in the:**

**Present moment**

Luxuries

Facilities

Lavishness

[www.vuzs.net](http://www.vuzs.net)

**Which of the following way between husband and wife about each other's career often exist even when both have a modern outlook?**

Feeling of competitiveness

**Establish priorities**

Manage time carefully

Prepared to compromise

**According to research \_\_\_\_\_ is the second happiest country.**

**Germany**

**Denmark**

China

England

**Conflict leads to:**

Physical and mental deterioration

Desecrate resources, disruption

Disruption, low energy

**All of the given options**

**Shahid spends much time on internet that effects his work, feel sleep deprivation and neglects human contact, all are the reasons of:**

**Internet dependence**

Internet expert

Internet user

Internet fond

**Human Relations are very important in management as it contributes to:**

**Organizational effectiveness**

Control over employees

Uniformity among the workers

Higher turnover of employees

**Fahad knows his leadership qualities and strengths and weaknesses of his team members. He is more likely to accomplish his task, if he shows his self:**

Love

Esteem

**Awareness**

Perception

**Saba was standing in line at the grocery store for payment when suddenly she noticed chocolates and candies prominently displayed at her right. She picked up one chocolate box and added it to her collection. This unplanned or spontaneous action will be called:**

**Impulse buying**

Routine buying  
Aversion buying  
Intentional buying [www.vuzs.net](http://www.vuzs.net)

**A training manager organizing training on software which the organization is going to be use in coming months is showing which of the following type of personality?**

**Proactive**

Passive  
Reactive  
Inactive

**Which of the following can be considered as business etiquettes?**

Be courteous about the copy machine  
Address the visitors in their preferred way  
Males and females should receive equal treatment

**All of the given options**

**Owing an asset or purchasing stock is referred to as:**

Contrary investment  
Diversify investment  
Fixed income investment

**Equity investment**

**Sadia likes her friend Hina because of having common interest, values and beliefs. This liking on the basis of similarities is the focus point of which one of the following theory?**

Reinforcement theory

**Balance theory of attraction**

Social exchange theory of attraction  
Need for intimacy

**Which of the following two theories of mutual attraction are too mechanical and logical?**

Balance and exchange theories

**Balance and need for intimacy**

Exchange and need for intimacy  
Need for intimacy and reinforcement

**You have often heard words such as “whatever”, “who cares”, “I don’t care”. These sort of words indicate what sort of an individual’s feelings?**

**Apathetic feelings**

Sympathetic feelings  
Aggressive feelings  
Optimistic feelings

**The characteristics of creative workers include:**

Knowledge  
Intellectual abilities

**All of the given options**

Personality

**Nasir frequently engages in negative self-talk which can be a problem because it:**

Generate emotional illness  
Lowers group morale  
Lowers self-confidence  
Confuses group members

**A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions to a problem.**

Lateral thinker  
Intellectual  
Emotionally intelligent person  
Scholar

**A social group towards which an individual feels opposition or a desire to compete is called:**

In group  
Out group



Reference group

Secondary group

**Self-esteem is:**

The experiences of feeling like you are better than other people

The experiences of feeling like you are not as good as other people

The experience of feeling over confident

The experience of feeling competent and of being worthy of happiness

**Feelings of helpless and negative thinking are examples of \_\_\_\_\_ attitude.**

Self-defeating

Distress

Abnormal

Excessive guilt

**All of the following are barriers to effective communication EXCEPT:**

Eliminate noise

Distortion of information

Communication overloads

Improper timing

**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?**

Cognitive restructuring

Optimistic approach

Grievance Procedure

Negotiation

**Informal transmission of information, scandal or rumor from person to person called:**

Gossip

Grapevine communication

Vertical communication

Horizontal communication

**Which one of the following is NOT the characteristic of a group?**

Share common goals

One sided interaction

Characterize themselves as members

Belongingness to members

**According to research which of the following percentage reveals that all business communication fails to achieve the intended purposes.**

70 percent

40 percent

65 percent

80 percent

**Which one of the following would be considered as an organization?**

People in a train

People grouped together as a business

A "society" of insects

People who know each other

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:**

Sub-culture

Society

Group

Culture

**The two main components of self-esteem are:**

Self-respect and self-denial

Self-confidence and self-indulgence

Self-efficacy and self-respect

Self-denial and self-discipline

**People tend to be all of the following under too much stress EXCEPT:**

Destructive  
Short-tempered  
Emotional  
Agreeable

**On a continuum of dominance, people tend to be either:**

Low dominating or high dominating  
High dominating  
Low dominating  
Dominance

**One must keep in mind the following to manage anger EXCEPT:**

Express your anger before it reaches a high intensity  
Hesitant to express anger  
Ask for feedback after expressing your anger  
Anger can be an energizing force if properly channeled

**Mostly personal problems emerge through self-defeating:**

Attitudes and behaviors  
Approach  
Actions  
Activities

**A major contributor of self-confidence is:**

Receiving positive feedback from others  
Receiving negative feedback from others  
Setting low goals for oneself  
Losing out in competition to people more talented than oneself

**The characteristics of creative workers include:**

Personality  
Knowledge  
Intellectual abilities  
All of the given options

**A person is communicating about himself or herself is in public, he is showing:**

Self-concept  
Self-knowledge  
Private self  
Projected self

**All of the following are the characteristics of Type A personality EXCEPT:**

Time conscious  
Easy-going  
Competitive  
Fast moving

**Which of the following is a tendency to seek and enjoy social relationships with others?**

Sociability  
Hostility  
Resentment  
Supremacy

**What kind of personality is usually associated with stress?**

Type A  
Type B  
Inner directed  
Traditional

**Negative attitudes disrupt the process of:**

Conflict  
Change  
Effort  
Production

**The meanings that an individual acquires from other person's speech called:**

Perceived meanings

Intended meanings

Pure meanings

Dictionary meanings

**Unsatisfied needs motivate us until they:**

Become satisfied

Become discouraged

Direct to working hard

Direct to self-esteem

**A nonverbal indicator that a person is lying likely to be:**

A symmetrical smile

Maintaining eye contact without constant staring

**Frequent rubbing of the nose**

**Facial expressions that last about four or five seconds\_\_\_\_\_ Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:**

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

**A good supplier to positive attitudes is:**

Pessimism

**Optimism**

Being a famous person

Low salary

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**Sub-culture**

Society

Group

Culture

**Which one of the following is a situation where there are demands on a person?**

**Stress**

Conflict

Clash

Dispute

**A realistic goal is one that:**

Includes money as well as happiness

Is comparatively easy to attain

Matches the employer's wishes

**Regulates the right amount of challenge**

**Attitudes are an important part of human relations because they are linked to:**

Perception

Motivation

**Relationships**

All of the given options

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**Behavior**

Perception

Ethics

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**Grapevine communication**

Vertical communication

Horizontal communication

**Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:**

Love

Esteem

**Awareness**

Perception

**A negative and \_\_\_\_\_ attitude damage all hope of career success.**

**Self-defeating**

Self projection

Self worth

Self centered

**What kind of personality is usually associated with stress?**

Type A

**Type B**

Inner directed

Traditional

**Organized clubs and committees are example of:**

**Emergent Groups**

Work Groups

Social Groups

Out group

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**Perceived meanings**

Intended meanings

Pure meanings

Dictionary meanings

**Negative attitudes disrupt the process of:**

Conflict

**Change**

Effort

Production

**Person and professional problems can solve through which of the following positive attitude?**

Speak and act with enthusiasm

Expect success rather than fear failure

You learn from error and defeat

**All of the given options**

**A person is able to perform better in which stress:**

Work

**Positive**

Negative

Emotional

**Which one of the following is NOT an example of self defeating behavior?**

Disorganization

Excessive guilt

Losing temper

**Proactive**

**People tend to be all of the following under too much stress EXCEPT:**

Destructive

Short-tempered

Emotional

**Agreeable**

**A key characteristic of self-disciplined people is that they:**

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

**Work toward attaining goals without being distracted**

**Which of the following is NOT a part of the communication process?**

Encoding

Decoding

Feedback

**Accepting**

**The first step in problem solving is:**

Noticing the problem

**Defining the problem**

Know a level of importance to the problem

Assigning someone to handle the problem

**Mostly personal problems emerge through self-defeating:**

**Attitudes and behaviors**

Approach

Actions

Activities

**Which of the following is a form of depression that develops during the hot and humid?**

Obsessive-Compulsive Disorder

**Seasonal Affective Disorder**

Neurobiological Disorders

Attention Deficit Disorder

**Which of the following is the act of understanding message?**

Encoding

**Decoding**

Communication media

Channel

**Which one of the following is NOT the characteristic of a group?**

Share common goals

**One sided interaction**

Characterize themselves as members

Belongingness to members

**The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.**

Pure

Dictionary

Superficial

**Perceived**

**Which one of the following is a disposition to approach an idea, event, person, or an object?**

**Attitude**

Behavior

Perception

Ethics

**Minimum persons required for a group are:**

Four

Three

**Two**

Five

**Mostly personal problems emerge through self-defeating:**

**Attitudes and behaviors**

Approach

Actions

Activities

**Ali has the ability of good human relations skills EXCEPT:**

See things from the other person's viewpoint

**Be resentful of others**

Instigate to build and maintains relationships

Understand the expectations of others

**A notable consequence of perfectionism is that it often leads to a:**

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:**

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

**When the differences between groups emerged, you can expect:**

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

**All of the given options**

**An individual who develops a strong work ethic will:**

**Be strongly motivated**

Be qualified for a managerial position

Behave in a highly decent manner

Develop a learning-goal orientation

**When we talk about interpersonal relationships it indicates what kind of communication style?**

Emotive

**Versatility**

Supportive

Reflective

**Which behavior is dependent upon clear cut exchange of views among group members?**

Mutual

Good

**Group**

Social

**A key characteristic of self-disciplined people is that they:**

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

**Work toward attaining goals without being distracted**

**Which of the following is/are considered to be importance traits of effective leaders?**

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

**Work and family conflict occurs when the individual has to perform:**

**Multiple roles**

Few roles

Tricky roles

Unexpected roles

**Which one of the following is NOT a technique for reducing Procrastination?**

Counter attack

Jump-start

Sub-divide the large task

Professionalism

**Two key elements of a personal financial plan are \_\_\_\_\_ and budget.**

Funds

Capital

Mission statement

Financial goals

**To experience happiness and satisfaction, an individual should live in:**

Present moment

Correct

Facilities

Luxuries

Lavishness

**Unsatisfied needs motivate us until they:**

Become satisfied  
Become discouraged  
Direct to working hard  
Direct to self-esteem

**A realistic goal is one that:**

Includes money as well as happiness  
Is comparatively easy to attain  
Matches the employer's wishes  
Regulates the right amount of challenge

**Now a days organizations are emphasizing more on which type of growth?**

Horizontal  
Vertical  
Lateral  
Straight up

**All of the following are major dimensions of difference in cultural values EXCEPT:**

Individualism versus collectivism  
Acceptance of power and authority  
Learned versus shared  
Materialism versus concern for others

**Civil behavior in the workplace has become a noticeable characteristic because:**

The only workers known for consistently behaving civilly are sales people  
Behaving in crude, rude, and obnoxious ways has become a national problem  
It demonstrates how intelligent you are  
It creates a competent environment

**A Person's views about his job and organization is shown by his/her:**

Attitude  
Level of ability  
Salary  
Ethics

**On a continuum of dominance, people tend to be either:**

Low dominating or high dominating  
High dominating  
Low dominating  
Dominance

**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

Cognitive  
Positive  
Behavioral  
Social

**An individual should be familiar with the characteristics of the organization in which he/she interested in for the job is:**

Type of organization and its function  
Mission and goals  
Divisions and subsidiaries

Mission and goals, Products or services and its function

**Hasan has the capability and meet the requirements to get a particular job, which type of resume he will prepare?**

Targeted resume  
Creative resume  
Chronological resume  
Functional resume

**Which one of the following is the totality of an individual's personality?**

Self awareness  
Self confidence  
Self esteem  
Self love



**Sobia should try to take remedial measures to address the issue of apathy through:**

Physical exercise

Enjoy activities

Get organized

Follow all of the above remedial measures

**An individual who always agree with everyone and flexible to change has a \_\_\_\_\_ communication style.**

Supportive

Reflective

Versatility

Emotive

**The most frequently satisfied need is:**

Safety and security.

Esteem

Belongingness and love

Self-actualization

**Polygraph is used in which test:**

Aptitude

Achievement

Interest

Honesty

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Forced-association

Challenge your Ruts

Borrow creative ideas

Play the roles of explorer

**A study of 300 happy marriages revealed that the most frequently mentioned reason for such bliss was having a generally:**

Both have decision making power

Show concern on each other

Equal opportunities for each other

Positive attitude toward each other

**Which one of the following techniques is effective in interview, to check the responses and observes the candidate?**

Videotape

Telephonic

Communication interview

Projection interview

**To experience happiness and satisfaction, an individual should live in:**

Present moment

Facilities

Luxuries

Lavishness

**Owning an asset is a(n):**

Diversify investment

Contrary investment

Equity investment

**A special code of behavior required in work settings called:**

Business etiquette

Ethics

Conventional behavior

Rules and regulation

**To move from lower ranks to upper ranks in organization called:**

Horizontal growth

Vertical growth

Lateral growth

Diagonal growth

**A social group towards which an individual feels opposition or a desire to compete is called:**

In group

Out group

Reference group

Secondary group

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Pamper yourself

Get emotional support

Give yourself time to heal

Lag behind positive outcome

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De-emphasize nonverbal communication

Insist on a common code of etiquette

Place considerable weight on the sender's appearance

**Which of the following is NOT one of the suggested ways for coping with a problem manager?**

**Avoid your manager**

Learn from your manager's mistakes

Confront your manager about the problem

Judge your manager cautiously and slowly

**A vision in leadership refers to:**

**An optimistic picture of the future of the organization**

A leader's ability to see through problems

A historical view of the organization

The leader's ability to inspire people

**Which of the following is a suggested way for developing your leadership potential?**

Help your leader lead

Acquire broad experience

Practice a little leadership when the opportunity presents itself

**All of the given are suggested ways**

**Which one of the following would be the *most* effective way to develop charisma?**

**Be emotionally reserved and somewhat cold**

Minimize personal risk taking

Make ample use of true stories

Be laid back and not overly concerned about attaining goals

**A recommended technique for overcoming cross-cultural communication barriers is to:**

**Use straightforward language and speak slowly and clearly**

De-emphasize nonverbal communication

Insist on a common code of etiquette

Place considerable weight on the sender's appearance

**Which of the following is NOT one of the suggested ways for coping with a problem manager?**

**Avoid your manager**

Learn from your manager's mistakes

Confront your manager about the problem

Judge your manager cautiously and slowly

**A surgical nurse brings her complaint directly to the top administrator of the hospital. She is, therefore, violating the tactic called:**

Learn from your boss's mistakes

Stay in touch

Recognize that your boss has problems too

**Avoid bypassing your manager**

**Asma has a strong *customer service orientation*, so she works hard to:**

Encouraging customers to shop by price

Helping customers

**Getting customers to make large purchases**

Selling the most profitable items first

**Ali will consult whom for professional approach to find out his first career?**

Career counselor

Career planner

Career analyst

**Mentor**

**Which one of the following tests measure personal attributes and characteristics of an individual?**

**Personality test**

Aptitude test

Interest test

Achievement test

**Which one of the following is an example of engaging in computer goof off behavior?**

Using a handheld computer instead of a PC

**Scanning for computer viruses during company time**

Making computations with a calculator instead of a computer

Preparing elaborate computer graphics when unnecessary

**Doing two or more routine tasks simultaneously that can sometimes enhance personal productivity is often referred to as:**

Perfectionism

Multitasking

Time management

Procrastination

**Now day's organizations are emphasizing more on which type of growth:**

**Horizontal**

Vertical

Lateral

Straight up

**To achieve goals and exert control on environment; one must have a(n):**

**Action plan**

Target

Mission

Ambition

**When choosing a career path, it is important to:**

**Interconnect your personal goals with your work plans**

Choose very high pay

Choose one that gets you to the top quickly

Choose very high post

<http://www.vustudents.net>

**Which one of the following factors can help in curing depression?**

Thinking

Emotions

**Self confidence**

Stress

**Identify the suggested way of building good relationships with customers.**

When a customer complains, be defensive

**Show care and concern for the customer**

Establish customer dissatisfaction goals

Place the company's needs first

**Ali is facing a major challenge for job hunting while using the internet to find a job. This major challenge is:**

Having a false sense of security that a job will come to him

Having thousands of other job seekers applying for the same positions

Finding a way to speak to a company representative

**All of the given options**

**Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:**

Love

Esteem

Awareness

**Perception**

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Divergence

**Dissonance**

Connect

Conflict

**Which one of the following helps to build up attitude?**

Reward

Punishment

**Reward and punishment**

Compensation

**Which kind of values influences decision making at every step?**

**Personal**

Social

Personal and social

Collective and personal

**Feelings of helpless and negative thinking are examples of \_\_\_\_\_ attitude.**

**Self-defeating**

Distress

Abnormal

Excessive guilt

**The most frequently satisfied need is:**

Safety and security .

Esteem

**Belongingness and love**

Self-actualization

**All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:**

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

**Use mirroring to establish rapport**

**Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?**

**Anxiety**

Hopelessness

Narcolepsy

Gloominess

**Asma is taking stress to get good grade in exams that shows her:**

Hyper stress

**Positive stress**

Negative stress

Distress

**All of the following are barriers to effective communication EXCEPT:**

**Eliminate noise**

Distortion of information

Communication overloads

Improper timing

**Negotiation may takes place:**

Between two people

Between groups

Within a group

**All of the given options**

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Crowd

Sub-group

**Personality**

Attitude

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:**

**Sub-culture**

Society

Group

Culture

**A person is communicating about himself or herself in public, he is showing:**

Self-concept

**Self-knowledge**

Private self

Projected self

**For effective decision making, emotional intelligence:**

**Concentrate on increasing your creative output**

Takes the feelings out of decision making

Allows you to eject your anger freely

Helps you regulate your emotions to make a good decision

**The major factor behind self-defeating attitude and behavior is:**

**Negative thinking**

Disorganization

Poor Planning

Losing temper

**Person and professional problems can solve through which of the following positive attitude?**

**Speak and act with enthusiasm**

Expect success rather than fear failure

You learn from error and defeat

All of the given options

**Which of the following is a form of depression that develops during the hot and humid?**

Obsessive-Compulsive Disorder

**Seasonal Affective Disorder**

Neurobiological Disorders

Attention Deficit Disorder

**Which one of the following keeps searching for more information before making a decision?**

**Perfectionist**

Rigid person

Intelligent

Flexible person

**A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions to a problem.**

Lateral thinker

**Intellectual**

Emotionally intelligent person

Scholar

**One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?**

Self-concept

Self-efficacy

Self-fulfilling prophecy

**Self worth**

**Which one of the following is a disposition to approach an idea, event, person, or an object?**

**Attitude**

Behavior

Perception

Ethics

**A notable consequence of perfectionism is that it often leads to a:**

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**Which one of the following stress is good because it makes you able to achieve something?**

**U stress**

Negative stress

Hyper stress

Distress

**Students are taking class of Human Relations, is an example of which group?**

Secondary group

Primary group

Out group

**Social group**

**Field of Human Relations:**

Get information about people's private lives

Get information about people's social life

Shows personal interest

**Applies specific techniques for dealing with all employees in the same way**

**Which of the following strategy can help to overcome self defeating attitude?**

**Examine yourself and make the necessary changes**

Stop blaming others for your problems and cursing Fate

Some personal problem

All of the given options

**Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?**

**Harassed**

Aggressive

Violent

Sadistic

**Negotiation may takes place:**

Between two people

Between groups

Within a group

**All of the given options**

**An individual who develops a strong work ethic will:**

**Be strongly motivated**

Be qualified for a managerial position

Behave in a highly decent manne r

Develop a learning-goal orientation

**A basic theme of the Human Relations is that work and personal life:**

Converge in later life

**Influence each other significantly**

Influence individually

Should be handled differently

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Forced-association

**Challenge your Ruts**

Borrow creative ideas

Play the roles of explorer

**Minimum persons required for a group are:**

Four

Three

**Two**

Five

**Which disorder can be treated successfully with medication and a supportive environment at home and on the job?**

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

**All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:**

Look upon your job as self-employment

Reward yourself for good attendance

**Punish yourself for the opposite**

Offensive attitude

**Which one of the following helps to build up attitude?**

Reward

Punishment

**Reward and punishment**

Compensation

**A person is communicating about himself or herself is in public, he is showing:**

Self-concept

**Self-knowledge**

Private self

Projected self

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:**

**Sub-culture**

Society

Group

Culture

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Divergence  
Dissonance  
Connect

**Conflict**

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Crowd  
Sub-group

**Personality**

Attitude

**The major factor behind self-defeating attitude and behavior is:**

**Negative thinking**

Disorganization  
Poor Planning  
Losing temper

**Which behavior is dependent upon clear cut exchange of views among group members?**

**Mutual**

Good  
Group  
Social

**Person and professional problems can solve through which of the following positive attitude?**

**Speak and act with enthusiasm**

Expect success rather than fear failure  
You learn from error and defeat  
All of the given options

**Person who is self-disciplined always experiences significant:**

Day-by-day suffering  
Disruption while attempting to achieve goals  
Intrinsic motivation

**Stress based on working so hard**

**Which of the following is NOT one of the steps in the communication process?**

Transmission over communication media  
Decoding message  
Encoding message

**Noise**

**All of the following are barriers to effective communication EXCEPT:**

**Eliminate noise**

Distortion of information  
Communication overloads  
Improper timing

**From management point of view, Human Relations are very important because it contributes to:**

**Organizational effectiveness**

Equality among the workers  
Higher turnover of employees  
Control over employees

**People tend to be all of the following under too much stress EXCEPT:**

Destructive  
Short-tempered  
Emotional

**Agreeable**

**A Person's views about his job and organization is shown by his/her:**

**Attitude**

Level of ability  
Salary



Ethics

**A nonverbal indicator that a person is lying likely to be:**

A symmetrical smile

**Maintaining eye contact without constant staring**

Frequent rubbing of the nose

Facial expressions that last about four or five seconds

## Current quiz of hrm MGMT611 2010

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 1 of 15 ( Start time: 08:13:08 PM ) Total Marks: 1

A widely used method to improve creativity is the \_\_\_\_\_ technique.

Select correct option:

Forced-association

Challenge your Ruts

Borrow creative ideas

Play the roles of explorer

: Forced Associations. A widely used method of releasing creativity is the forced-association technique. Using this technique, individuals or groups solve a problem by making associations between the properties of two objects. A link is found between the properties of the random object

ssevenstar1:

Quiz Start Time: 08:13 PM Time Left 88

sec(s)

Question # 2 of 15 ( Start time: 08:14:39 PM ) Total Marks: 1

To achieve peak performance one must:

Select correct option:

Increase stress level

Engage in the right amount of negative self-talk

Avoid input from others

Totally focus on the task at hand

Quiz Start Time: 08:13 PM Time Left 88

sec(s)

Question # 3 of 15 ( Start time: 08:16:00 PM ) Total Marks: 1

Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

A feeling of dependency on leadership for direction

Being creative and innovative

Taking personal responsibility for problems

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 4 of 15 ( Start time: 08:17:11 PM ) Total Marks: 1

Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others

Effectiveness in dealing with people

Appreciation of people

Customer dealing

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 5 of 15 ( Start time: 08:18:03 PM ) Total Marks: 1

Having certain character traits contributes to being trustworthy and being perceived as a trustworthy person. Which of the following is likely to be perceived as attribute of a leader who can be trusted?

Select correct option:

Being Compassion

Act in selflessness manner

Being honest

All of the given attributes not sure

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 6 of 15 ( Start time: 08:19:36 PM ) Total Marks: 1

All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

De-emphasize nonverbal communication

Observe cultural differences in manners/customs

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 7 of 15 ( Start time: 08:20:58 PM ) Total Marks: 1

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

Neurobiological

Obsessive-Compulsive

Narcolepsy

sahar: Neurobiological disorders can be treated successfully with medication and a supportive environment at home and on the job.

ssevenstar1:

Quiz Start Time: 08:13 PM Time Left 88

sec(s)

Question # 8 of 15 ( Start time: 08:21:38 PM ) Total Marks: 1

From management point of view, Human Relations are very important because it contributes to:

Select correct option:

Organizational effectiveness

Equality among the workers

High turnover of employees

Control over employees

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 9 of 15 ( Start time: 08:22:45 PM ) Total Marks: 1

All of the following personality traits can easily stimulate stress EXCEPT:

Select correct option:

Destructive

Short-tempered

Emotional

Agreeable

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 10 of 15 ( Start time: 08:23:46 PM ) Total Marks: 1

Ayesha is known for walking the talk, or showing consistency between her words and her actions. Ayesha has developed a reputation for:

Select correct option:

Self-confidence

Emotional intelligence

Trustworthiness

High energy

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 11 of 15 ( Start time: 08:25:07 PM ) Total Marks: 1

Which of the following country make more extensive use of body language as high-context culture?

Select correct option:

China

France

Korea

Mexico

Quiz Start Time: 08:13 PM Time Left 85

sec(s)

Question # 12 of 15 ( Start time: 08:25:55 PM ) Total Marks: 1

The two main components of self-esteem are:

Select correct option:

Self-respect and self-denial

Self-confidence and self-indulgence

Self-efficacy and self-respect

Self-denial and self-discipline

quiz Start Time: 08:13 PM Time Left 88

sec(s)

Question # 13 of 15 ( Start time: 08:27:15 PM ) Total Marks: 1

An individual who develops a strong work ethic will:

Select correct option:

Be strongly motivated

Be qualified for a managerial position

Behave in a highly decent manner

Develop a learning-goal orientation

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 14 of 15 ( Start time: 08:28:10 PM ) Total Marks: 1

Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

All the traits are included

Quiz Start Time: 08:13 PM Time Left 89

sec(s)

Question # 15 of 15 ( Start time: 08:29:34 PM ) Total Marks: 1

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

Self worth

Question # 1 of 15 ( Start time: 08:34:51 PM ) Total Marks: 1

Saying things about yourself such as "I may be stupid but..." or "I know I'm usually wrong but...." are examples of:

Select correct option:

False modesty

Positive self-talk

Negative self-talk

Ways to make sure others do not expect too much from you

Quiz Start Time: 08:34 PM Time Left 87

sec(s)

Question # 2 of 15 ( Start time: 08:35:50 PM ) Total Marks: 1

To become a better listener, you should first learn to:

Select correct option:

Stop talking

Remove distractions

Ask questions

Empathize

Quiz Start Time: 08:34 PM Time Left 87

sec(s)

Question # 3 of 15 ( Start time: 08:36:44 PM ) Total Marks: 1

Negotiation may takes place:

Select correct option:

Between two people

Between groups

Within a group

All of the given options

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 4 of 15 ( Start time: 08:37:30 PM ) Total Marks: 1

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

Self worth

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 5 of 15 ( Start time: 08:38:53 PM ) Total Marks: 1

Which one of the following stress is good because it makes you able to achieve something?

Select correct option:

U stress

Negative stress

Hyper stress

Distress

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 6 of 15 ( Start time: 08:40:12 PM ) Total Marks: 1

All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

Offensive attitude

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 7 of 15 ( Start time: 08:41:29 PM ) Total Marks: 1

All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 8 of 15 ( Start time: 08:42:51 PM ) Total Marks: 1

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

Quiz Start Time: 08:34 PM Time Left 89

sec(s)

Question # 9 of 15 ( Start time: 08:44:01 PM ) Total Marks: 1

The meanings that an individual acquires from other person's speech called:

Select correct option:

Perceived meanings

Intended meanings

Pure meanings

Dictionary meanings

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 10 of 15 ( Start time: 08:44:38 PM ) Total Marks: 1

Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:

Select correct option:

Sub-culture

Society

Group

Culture

Qiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 11 of 15 ( Start time: 08:45:20 PM ) Total Marks: 1

A notable consequence of perfectionism is that it often leads to a:

Select correct option:

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

Delay in making decisions

Lack of concern for details

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 12 of 15 ( Start time: 08:46:31 PM ) Total Marks: 1

According to research which of the following percentage reveals that all business communication fails to achieve the intended purposes.

Select correct option:

70 percent

40 percent

65 percent

80 percent

Quiz Start Time: 08:34 PM Time Left 88

sec(s)

Question # 13 of 15 ( Start time: 08:47:03 PM ) Total Marks: 1

To achieve peak performance one must:

Select correct option:

Increase stress level

Engage in the right amount of negative self-talk

Avoid input from others

Totally focus on the task at hand

Quiz Start Time: 08:34 PM Time Left 83

sec(s)

Question # 14 of 15 ( Start time: 08:47:53 PM ) Total Marks: 1

All of the following are the characteristics of Type A personality EXCEPT:

Select correct option:

Time conscious

Easy-going

Competitive

Fast moving

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89

sec(s)

Quiz Start Time: 03:28 PM

Question # 1 of 15 ( Start time: 03:28:40 PM ) Total Marks: 1

Examine which one of the following is NOT the myth about choosing a career.

Select correct option:

Career counselor helps me to choose an occupation

Money makes me happy

Identify your skills and talents

Choose a career simple

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 2 of 15 ( Start time: 03:29:57 PM ) Total Marks: 1

Good relationships build due to proper:

Select correct option:

Resume

Communication

Behavior

Attitude

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 3 of 15 ( Start time: 03:30:30 PM ) Total Marks: 1

The good organizational \_\_\_\_\_ go above and beyond the call of duty.

Select correct option:

Manager

Worker

Customer

Citizen

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 88

sec(s)

Question # 4 of 15 ( Start time: 03:31:02 PM ) Total Marks: 1

Personal traits and characteristics related to job performance can be measure through which type of psychological test?

Select correct option:

Personality

Aptitude

Achievement

Interest

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 5 of 15 ( Start time: 03:31:50 PM ) Total Marks: 1

People, who have high self-esteem, can generally increase their self-esteem because these individuals usually:

Select correct option:

Give honest feedback

Respect others

Respect themselves

All of the above are correct

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 6 of 15 ( Start time: 03:33:04 PM ) Total Marks: 1

Identify the major contributor to happiness.

Select correct option:

Attaining a goal per day

Leading the Net lifestyle

Having a regular recreation

Leading a meaningful life

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 7 of 15 ( Start time: 03:33:50 PM ) Total Marks: 1

Which approach focus on our tendency to copy the beliefs and behaviors of others?

Select correct option:

Social approaches

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 8 of 15 ( Start time: 03:34:34 PM ) Total Marks: 1

Ferhat is able to channelized the pressure to perform the task, that pressure is called:

Select correct option:

Positive stress

Negative stress

Distress

Chronic Stress

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 9 of 15 ( Start time: 03:35:15 PM ) Total Marks: 1

The basic principle in getting along with coworkers is to follow:

Select correct option:

Written rules

Work standards

Safety rules

Group norms

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 10 of 15 ( Start time: 03:36:24 PM ) Total Marks: 1

Nasir frequently engages in negative self-talk which can be a problem because it:

Select correct option:

Generate emotional illness

Low ers group morale

Low ers self-confidence

Confuses group members

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 11 of 15 ( Start time: 03:37:24 PM ) Total Marks: 1

One can only be happy if one has the desire and intention to be happy like:

Select correct option:

Endeavor to change the way you look at things.

Devote some time to reading a few pages of an insp

Each day do something good for yourself.

All of the given options

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 88

sec(s)

Question # 12 of 15 ( Start time: 03:38:38 PM ) Total Marks: 1

Which one of the following stress is good because it makes you able to achieve

something?

Select correct option:

U stress

Negative stress

Hyper stress

Distress

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 03:28 PM

Time Left 89

sec(s)

Question # 13 of 15 ( Start time: 03:39:14 PM ) Total Marks: 1

Feeling competent to cope with the basic challenges in life and of being valuable of happiness is called:

Select correct option:

Self-esteem

Egotism

Wishful thinking

Self efficacy

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Time Left 81

Quiz Start Time: 03:28 PM

sec(s)

Question # 15 of 15 ( Start time: 03:40:45 PM ) Total Marks: 1

If employees are following the principles and \_\_\_\_\_ of the organizations, they should be given rewards to promote and encourage their behavior.

Select correct option:

Code of conduct

Values

Standards

Traditions

[Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 44

sec(s)

Question # 1 of 15 ( Start time: 10:08:56 AM ) Total Marks: 1

What type of communication should a manager use to address an employee who has been caught in the act of breaking a rule?

Select correct option:

Intra office communication (memo, E-mail)

Face-to-face communication

Not sure

Non-verbal communication

Verbal communication

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 88

sec(s)

Question # 2 of 15 ( Start time: 10:10:24 AM ) Total Marks: 1

As a result of reengineering, work processes are:



Select correct option:

Radically redesigned and simplified

Not sure

Turned over to outside companies

Made much more complex

Restricted by computer programs

MC090204381 : Abdul Ghaffar Qureshi

Time Left 86

sec(s)

Quiz Start Time: 10:08 AM

Question # 3 of 15 ( Start time: 10:11:47 AM ) Total Marks: 1

An individual should be familiar with the characteristics of the organization in which he/she interested in for the job is:

Select correct option:

Type of organization and its function

Mission and goals

Divisions and subsidiaries

Mission and goals, Products or services and its func

Not sure

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 15

sec(s)

Question # 4 of 15 ( Start time: 10:13:17 AM ) Total Marks: 1

Identify the major contributor to happiness.

Select correct option:

Attaining a goal per day

Leading the Net lifestyle

Having a regular recreation

Leading a meaningful life

Not sure

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 46

sec(s)

Question # 5 of 15 ( Start time: 10:14:36 AM ) Total Marks: 1

Rizwan can make better decisions than other people because he is:

Select correct option:

Intelligent, well educated and experienced

Correct

Intelligent and risk taker

Flexible and educated

Risk taker

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 18

sec(s)

Question # 6 of 15 ( Start time: 10:15:30 AM ) Total Marks: 1

The first step in problem solving is:

Select correct option:

Noticing the problem

Defining the problem

**Correct**

Know a level of importance to the problem  
Assigning someone to handle the problem

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 89

sec(s)

Question # 7 of 15 ( Start time: 10:16:57 AM ) Total Marks: 1

Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions  
Gives frequent feedback on performance  
Develop partnerships with people  
All the traits are included

**Correct**

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 46

sec(s)

Question # 8 of 15 ( Start time: 10:18:06 AM ) Total Marks: 1

Which of the following is/are true about organizational communication?

Select correct option:

Keep workers informed about what is going on in the  
Help ensure that workers are knowledgeable about  
Focus on employees  
All of the given options

**Correct**

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 41

sec(s)

Question # 9 of 15 ( Start time: 10:19:22 AM ) Total Marks: 1

Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others  
Effectiveness in dealing with people

**Correct**

Appreciation of people  
Customer dealing

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 87

sec(s)

Question # 10 of 15 ( Start time: 10:20:23 AM ) Total Marks: 1

All of the following are barriers to effective communication EXCEPT:

Select correct option:

Eliminate noise

**Correct**

Distortion of information  
Communication overloads  
Improper timing

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 66

sec(s)

Question # 11 of 15 ( Start time: 10:21:47 AM ) Total Marks: 1

Workers with positive attitudes are likely to:

Select correct option:

Be liked by customers

Receive good performance reviews

Be promoted

All of the given options

Correct

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 86

sec(s)

Question # 12 of 15 ( Start time: 10:22:25 AM ) Total Marks: 1

All of the following are barriers to good cross-cultural relations EXCEPT:

Select correct option:

Perceptual expectations

Different norms and codes of conduct

Stereotypes

Speaking more than one language

Correct

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 29

sec(s)

Question # 13 of 15 ( Start time: 10:23:19 AM ) Total Marks: 1

Which one of the following is NOT a reason that people procrastinate?

Select correct option:

Overw helming

Unpleasant tasks

Fear of success

To get more money

Correct

MC090204381 : Abdul Ghaffar Qureshi

Time Left 87

Quiz Start Time: 10:08 AM

sec(s)

Question # 14 of 15 ( Start time: 10:24:29 AM ) Total Marks: 1

The leading cause of poor productivity and career self-sabotage is:

Select correct option:

Nepotism

Sabotage

Procrastination

Correct

Overw helming

MC090204381 : Abdul Ghaffar Qureshi

Quiz Start Time: 10:08 AM

Time Left 89

sec(s)

Question # 15 of 15 ( Start time: 10:25:01 AM ) Total Marks: 1

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence  
Dissonance

Correct

Connect  
Conflict

Question # 1 of 15 ( Start time: 11:18:17 AM ) Total Marks: 1

The major factor behind self-defeating attitude and behavior is:

Select correct option:

Negative thinking  
Disorganization  
Poor Planning  
Losing temper

Question # 2 of 15 ( Start time: 11:19:05 AM ) Total Marks: 1

A good supplier to positive attitudes is:

Select correct option:

Pessimism  
Optimism  
Being a famous person  
Low salary

Question # 3 of 15 ( Start time: 11:20:23 AM ) Total Marks: 1

A notable consequence of perfectionism is that it often leads to a:

Select correct option:

Sudden increase in satisfaction with the task  
Feelings of excitement while solving a problem  
Delay in making decisions  
Lack of concern for details

Question # 4 of 15 ( Start time: 11:21:46 AM ) Total Marks: 1

Teams in organizations emphasize \_\_\_\_\_ communication.

Select correct option:

Downward  
Horizontal  
Upward  
Diagonal

Question # 5 of 15 ( Start time: 11:23:00 AM ) Total Marks: 1

Strong and close relations are found in \_\_\_\_\_ group.

Select correct option:

Primary  
Secondary  
Formal  
Informal

Question # 6 of 15 ( Start time: 11:24:23 AM ) Total Marks: 1

An individual feels loyalty and respect in which social group?

Select correct option:

In-group  
Out-group  
Reference group  
Secondary group

Question # 7 of 15 ( Start time: 11:24:54 AM ) Total Marks: 1

Which of the following situation rises when demands are not met and pressure on individual is prolonged?

Select correct option:

Stress  
Conflict  
Clash  
Disagreement

Question # 8 of 15 ( Start time: 11:25:48 AM ) Total Marks: 1

The most frequently satisfied need is:

Select correct option:

Safety and security .  
Esteem  
Belongingness and love  
Self-actualization

**Question # 9 of 15 ( Start time: 11:26:42 AM ) Total Marks: 1**

Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?

**Select correct option:**

Harassed  
Aggressive  
Violent  
Sadistic

**Question # 11 of 15 ( Start time: 11:28:36 AM ) Total Marks: 1**

Which one of the following keeps searching for more information before making a decision?

**Select correct option:**

Perfectionist  
Rigid person  
Intelligent  
Flexible person

**Question # 12 of 15 ( Start time: 11:29:35 AM ) Total Marks: 1**

Which one of the following stress is good because it makes you able to achieve something?

**Select correct option:**

U stress  
Negative stress  
Hyper stress  
Distress

**Question # 13 of 15 ( Start time: 11:30:08 AM ) Total Marks: 1**

On a continuum of dominance, people tend to be either:

**Select correct option:**

Low dominating or high dominating  
High dominating  
Low dominating  
Dominance

**Question # 14 of 15 ( Start time: 11:30:41 AM ) Total Marks: 1**

Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:

**Select correct option:**

Internet dependence  
Internet professional  
Internet customer  
Internet fond

and professional problems can solve through which of the following positive attitude?

**Select correct option:**

Speak and act with enthusiasm  
Expect success rather than fear failure  
You learn from error and defeat  
All of the given options

[Click here to Save Answer & Move to Next Question](#)

The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.

**Select correct option:**

Pure  
Dictionary  
Superficial  
**Perceived**

According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

**Select correct option:**

Cognitive restructuring  
**Optimistic approach**

Grievance Procedure

Negotia

A key characteristic of self-disciplined people is that they:

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

**Work toward attaining goals without being distracted**

Which one of the following is a disposition to approach an idea, event, person, or an object?

Select correct option:

**Attitude**

Behavior

Perception

Ethics

Ferhat is able to chanalized the pressure to perform the task, that pressure is called:

Select correct option:

**Positive stress**

Negative stress

Distress

Chronic Stress

A person is communicating about himself or herself is in public, he is showing:

Select correct option:

Self-concept

**Self-knowledge**

Private self

Projected self

Hamna is fast moving, hardworking, impatient and preoccupied with work, she has:

Select correct option:

**Type A personality**

Traditional personality

Type B personality

Other directed personality

**"Sweet Pisces"**: Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

**Awareness**

Perception

For effective decision making, emotional intelligence:

Select correct option:

Concentrate on increasing your creative output

**Takes the feelings out of decision making**

Allows you to eject your anger freely

Helps you regulate your emotions to make a good decision

Which one of the following influences the behavior of individuals?

Select correct option:

**Personality**

Emotions

Attitude

Consciousness

Which one of the following is NOT the characteristic of a secondary group?

Select correct option:

**Lifelong relationships**

Large in size

Particular interest

Impersonal relations

The first step in problem solving is:

Select correct option:

Noticing the problem

**Defining the problem**

Know a level of importance to the problem

Assigning someone to handle the problem

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors

**Approach**

Actions

Activities

**"Sweet Pisces"**: Ali has the ability of good human relations skills EXCEPT:

Select correct option:

See things from the other person's viewpoint

**Be resentful of others**

Instigate to build and maintains relationships

Understand the expectations of others

Ali has the ability of good human relations skills EXCEPT:

Select correct option:

See things from the other person's viewpoint

**Be resentful of others**

Instigate to build and maintains relationships

Understand the expectations of others

The cognitive process, in which an individual selects, organizes and gives meaning to environmental stimuli called:

Select correct option:

Intelligence

Perception

Reasoning

Emotion

Which of the following is the act of understanding message?

Select correct option:

Encoding

**Decoding**

Communication media

Channel

Ali has the ability of good human relations skills EXCEPT:

Select correct option:

See things from the other person's viewpoint

Be resentful of others

Instigate to build and maintains relationships

Understand the expectations of others

Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

Awareness

**Perception**

**Maira Siddiqui:** Question # 4 of 15 ( Start time: 08:41:47 PM ) Total Marks: 1

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

**Reward and punishment**

Compensation

Which kind of values influences decision making at every step?

Select correct option:

**Personal**

Social

Personal and social

Collective and personal

Feelings of helpless and negative thinking are examples of \_\_\_\_\_ attitude.

Select correct option:

**Self-defeating**

Distress

Abnormal

Excessive guilt



The most frequently satisfied need is:

Select correct option:

Safety and security .

Esteem

**Belongingness and love**

Self-actualization

All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

**Use mirroring to establish rapport**

Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

**Anxiety**

Hopelessness

Narcolepsy

Gloominess

Asma is taking stress to get good grade in exams that shows her:

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

All of the following are barriers to effective communication EXCEPT:

Select correct option:

**Eliminate noise**

Distortion of information

Communication overloads

Improper timing

Negotiation may takes place:

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

Which one of the following is a sum total of habits, traits and characteristics of an individual?

Select correct option:

Crowd

Sub-group

**Personality**

Attitude

Set of people with different set of behaviors and beliefs differentiates them from a

larger culture of which they are a part called:

Select correct option:

**Sub-culture**

Society

Group

Culture

A person is communicating about himself or herself in public, he is showing:

Select correct option:

Self-concept

**Self-knowledge**

Private self

Projected self

For effective decision making, emotional intelligence:

Select correct option:

**Concentrate on increasing your creative output**

Takes the feelings out of decision making

Allows you to eject your anger freely

Helps you regulate your emotions to make a good decision

The major factor behind self-defeating attitude and behavior is:

Select correct option:

**Negative thinking**

Disorganization

Poor Planning

Losing temper

Person and professional problems can solve through which of the following positive attitude?

Select correct option:

**Speak and act with enthusiasm**

Expect success rather than fear failure

You learn from error and defeat

All of the given options

During electronic brainstorming, suggestions from group members are:

Select correct option:

Accumulate in a file for review at a later time

Entered into the computer and seen by other group members

Edited automatically for spelling and grammar

Approach through the cellular phone

Which of the following is a form of depression that develops during the hot and humid?

Select correct option:

Obsessive-Compulsive Disorder

**Seasonal Affective Disorder**

Neurobiological Disorders

Attention Deficit Disorder

Which one of the following keeps searching for more information before making a decision?

Select correct option:

**Perfectionist**

Rigid person

Intelligent

Flexible person

A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions to a problem.

Select correct option:

Lateral thinker

**Intellectual**

Emotionally intelligent person

Scholar

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

**Self worth**

Which one of the following is a disposition to approach an idea, event, person, or an object?

Select correct option:

**Attitude**

Behavior

Perception

Ethics

A notable consequence of perfectionism is that it often leads to a:

Select correct option:

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

Which one of the following stress is good because it makes you able to achieve something?

Select correct option:

U stress

Negative stress

Hyper stress

Distress

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**diana mavis:** Question # 13 of 15 ( Start time: 09:07:22 PM ) Total

Marks: 1

Students are taking class of Human Relations, is an example of which group?

Select correct option:

Secondary group

Primary group

Out group

**Social group**

Field of Human Relations:

Select correct option:

Get information about people's private lives

Get information about people's social life

Shows personal interest

**Applies specific techniques for dealing with all employees in the same way**

A negative and \_\_\_\_\_ attitude damage all hope of career success.

Select correct option:

Self-defeating

**Self projection**

Self worth

Self centered

What type of communication should a manager use to address an employee who has been caught in the act of breaking a rule?

Select correct option:

Intra office communication (memo, E-mail)

Face-to-face communication

Non-verbal communication

**Verbal communication**

Ali has the ability of good human relations skills EXCEPT:

Select correct option:

See things from the other person's viewpoint

**Be resentful of others**

Instigate to build and maintains relationships

Understand the expectations of others

A social group towards which an individual feels opposition or a desire to compete is called:

Select correct option:

In group

Out group

Reference group

Secondary group

Ferhat is able to chanelized the pressure to perform the task, that pressure is called:

Select correct option:

**Positive stress**

Negative stress

Distress

Chronic Stress

Which one of the following is NOT the characteristic of a secondary group?

Select correct option:

**Lifelong relationships**

Large in size

Particular interest

Impersonal relations

When the differences between groups emerged, you can expect:

Select correct option:

**Conflict to develop**

Stereotypes to be reinforced

Relations to deteriorate

All of the given options

**me:** All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:

Select correct option:

Look upon your job as self-employment

All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

**Offensive attitude**

**me:** According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

Select correct option:

Cognitive restructuring

Optimistic approach

Grievance Procedure

**Negotiation**

**me:** Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?

Select correct option:

Forcing

Avoiding conflict

**Compromising**

Accommodating

**me:** Waleed knows his leadership qualities and the strengths and weaknesses. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

**Awareness**

Perception

**me:** Attitudes are an important part of human relations because they are linked to:

Select correct option:

Perception

Motivation

## **Relationships**

All of the given options

**me:** All of the following are the characteristics of Type A personality EXCEPT:

Select correct option:

Time conscious

## **Easy-going**

Competitive

Fast moving

**me:** Which three types of resources, an organization need?

Select correct option:

Physical, Financial, Human

Physical, financial, social

## **Social, financial, human**

Physical, social, human

**me:** Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

## **Anxiety**

Hopelessness

Narcolepsy

Gloominess

**me:** All are the techniques to cope with the loss of a relationship EXCEPT:

Select correct option:

Pamper yourself

Get emotional support

Give yourself time to heal

## **Lag behind positive outcome**

**me:** Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

## **Neurobiological**

Obsessive-Compulsive

Narcolepsy

**me:** Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

## **Reward and punishment**

Compensation

**me:** Which one of the following is a sum total of habits, traits and characteristics of an individual?

Select correct option:

Crowd

Sub-group

## **Personality**

Attitude

**me:** Developing an action plan in goal setting is to:

Select correct option:

**Describe a method for achieve the goal**

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Adjust the difficulty of the goal

**me:** Which of the following strategy can help to overcome self defeating attitude?

Select correct option:

**Examine yourself and make the necessary changes**

Stop blaming others for your problems and cursing Fate

Some personal problem

All of the given options

**me:** Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?

Select correct option:

**Harassed**

Aggressive

Violent

Sadistic

Question # 1 of 15 ( Start time: 10:37:43 PM ) Total Marks: 1

One must keep in mind the following to manage anger EXCEPT:

Select correct option:

Express your anger before it reaches a high intensity

Hesitant to express anger

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

Question # 2 of 15 ( Start time: 10:38:32 PM ) Total Marks: 1

Effective decision makers do not rely on careful analysis only. Instead they also use their intuition which is based on:

Select correct option:

Knowing and sensing

Guessing

Being certain

Hoping

Negotiation may takes place:

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

An individual who develops a strong work ethic will:

Select correct option:

**Be strongly motivated**

Be qualified for a managerial position

Behave in a highly decent manner

Develop a learning-goal orientation

A basic theme of the Human Relations is that work and personal life:

Select correct option:

Converge in later life

**Influence each other significantly**

Influence individually

Should be handled differently

A widely used method to improve creativity is the \_\_\_\_\_ technique.

Select correct option:

Forced-association

**Challenge your Ruts**

Borrow creative ideas

Play the roles of explorer

Minimum persons required for a group are:

Select correct option:

Four

Three

**Two**

Five

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

**Punish yourself for the opposite**

Offensive attitude

Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

**Reward and punishment**

Compensation

A person is communicating about himself or herself in public, he is showing:

Select correct option:

Self-concept

**Self-knowledge**

Private self

Projected self

Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:

Select correct option:

**Sub-culture**

Society

Group

Culture

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence

Dissonance

Connect

**Conflict**

Which one of the following is a sum total of habits, traits and characteristics of an individual?

Select correct option:



Crowd

Sub-group

**Personality**

Attitude

The major factor behind self-defeating attitude and behavior is:

Select correct option:

**Negative thinking**

Disorganization

Poor Planning

Losing temper

Which behavior is dependent upon clear cut exchange of views among group members?

Select correct option:

**Mutual**

Good

Group

Social

Person and professional problems can solve through which of the following positive attitude?

Select correct option:

**Speak and act with enthusiasm**

Expect success rather than fear failure

You learn from error and defeat

All of the given options

person who is self-disciplined always experiences significant:

Select correct option:

Day-by-day suffering

Disruption while attempting to achieve goals

Intrinsic motivation

**Stress based on working so hard**

Which of the following is NOT one of the steps in the communication process?

Select correct option:

Transmission over communication media

Decoding message

Encoding message

**Noise**

All of the following are barriers to effective communication EXCEPT:

Select correct option:

**Eliminate noise**

Distortion of information

Communication overloads

Improper timing

From management point of view, Human Relations are very important because it contributes to:

Select correct option:

**Organizational effectiveness**

Equality among the workers

Higher turnover of employees

Control over employees

People tend to be all of the following under too much stress EXCEPT:

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

A Person's views about his job and organization is shown by his/her:

Select correct option:

**Attitude**

Level of ability

Salary

Ethics

A nonverbal indicator that a person is lying likely to be:

Select correct option:

A symmetrical smile

**Maintaining eye contact without constant staring**

Frequent rubbing of the nose

Facial expressions that last about four or five seconds

Which one of the following influences the behavior of individuals?

Select correct option:

**Personality**

Emotions

Attitude

Consciousness

Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:

Select correct option:

Internet dependence

Internet professional

Internet customer

**Internet fond**

Which of the following is NOT a part of the communication process?

Select correct option:

Encoding

Decoding

Feedback

**Accepting**

Asma is taking stress to get good grade in exams that shows her:

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

Which of the following strategy can help to overcome self defeating attitude?

Select correct option:

**Examine yourself and make the necessary changes**

Stop blaming others for your problems and cursing Fate

Some personal problem

All of the given options

Question # 2 of 15 ( Start time: 08:16:13 PM ) Total Marks: 1

Which of the following is NOT one of the steps in the communication process?

Select correct option:

Transmission over communication media

**correct**

Decoding message

Encoding message

Noise

Question # 3 of 15 ( Start time: 08:17:24 PM ) Total Marks: 1

Which one of the following introduces the applicant with the prospective employer?

Select correct option:

Cover letter

Resume

**correct**

Testimonials

Letter

Question # 4 of 15 ( Start time: 08:18:35 PM ) Total Marks: 1

Personal and organizational goals should be achieved by following the principles and \_\_\_\_\_ of the organizations.

Select correct option:

Code of conduct  
Standards  
Principles  
Values

correct

Question # 5 of 15 ( Start time: 08:19:46 PM ) Total Marks: 1

Servant leaders:

Select correct option:

Will not accept a salary that is higher than the salarie  
Volunteer to do all of the "dirty" work for the group.  
Expect their group members to serve them.  
Serve group members by helping them achieve their

correct

Question # 6 of 15 ( Start time: 08:20:48 PM ) Total Marks: 1

Identify which of the following is the sum of self-confidence and self-respect.

Select correct option:

Self-esteem  
correct  
Self efficacy  
Self love  
Self worth

Question # 7 of 15 ( Start time: 08:21:14 PM ) Total Marks: 1

Organized clubs and committees are example of:

Select correct option:

Emergent Groups  
correct  
Work Groups  
Social Groups  
Out group

Question # 8 of 15 ( Start time: 08:21:44 PM ) Total Marks: 1

Which kind of values influences decision making at every step?

Select correct option:

Personal  
Social  
Personal and social  
correct  
Collective and personal

Question # 9 of 15 ( Start time: 08:22:29 PM ) Total Marks: 1

Anything you are doing that allows time to get away from you

Select correct option:

Anything you are not doing that allows you to set fre  
Anything you are not doing that allows you to set fre  
Something that cannot be identified  
Time log

correct

Question # 10 of 15 ( Start time: 08:22:59 PM ) Total Marks: 1

The basic principle in getting along with coworkers is to follow:

Select correct option:

Written rules  
Work standards

Safety rules  
Group norms

**correct**

Question # 11 of 15 ( Start time: 08:23:33 PM ) Total Marks: 1

All of the following are the rational steps for the development of a personal budget EXCEPT:

Select correct option:

Establishing goals

**correct**

Getting the budget approved

Carrying out the budget

Evaluating the budget

Question # 12 of 15 ( Start time: 08:24:33 PM ) Total Marks: 1

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

**correct**

Self-fulfilling prophecy

Self worth

Question # 13 of 15 ( Start time: 08:25:02 PM ) Total Marks: 1

Primary group has all the characteristics EXCEPT:

Select correct option:

Face to face interaction

Small in size

Less intimate

**correct**

Long-lasting relationships

Question # 14 of 15 ( Start time: 08:26:24 PM ) Total Marks: 1

Which one of the following is NOT the characteristic of a group?

Select correct option:

Share common goals

One sided interaction

**Correct**

Characterize themselves as members

Belongingness to members

Question # 15 of 15 ( Start time: 08:27:30 PM ) Total Marks: 1

Which one of the following is NOT the characteristic of a secondary group?

Select correct option:

Lifelong relationships

Large in size

Particular interest

**Correct**

Impersonal relations

izaiN nahK nasssaH narheM yB

## **ONLINE QUIZ # 01**

### **HUMAN RELATIONS (MGMT611)**

Question # 1( Start time: 12:37:16 AM ) Total Marks: 1

All are the techniques to cope with the loss of a relationship

EXCEPT:

Select correct option:

Pamper yourself

Get emotional support

Give yourself time to heal

Lag behind positive outcome

Question # 2 ( Start time: 12:37:59 AM ) Total Marks: 1

The flow of communication from high level to lower level is called:

Select correct option:

Diagonal

Horizontal communication

Upward communication

Downward communication

Question # 3 ( Start time: 12:38:29 AM ) Total Marks: 1

\_\_\_\_\_ is the ability to develop good ideas that can be put into action.

Select correct option:

Aptitude

Creativity

Proficiency

Skill

A realistic goal is one that:

Select correct option:

izaiN nahK nasssaH narheM yB

Includes money as well as happiness

Is comparatively easy to attain

Matches the employer's wishes

Regulates the right amount of challenge

Question # 5 ( Start time: 12:39:48 AM ) Total Marks: 1

To rely on stored information that is repackaged as insight to make decisions called:

Select correct option:

Long forgotten information

Accessible only to highly creative people

Long-term memory

Intuition

Question # 6 ( Start time: 12:40:08 AM ) Total Marks: 1

A person who is self-disciplined always experiences significant:

Select correct option:

Day-by-day suffering

Disruption while attempting to achieve goals

Intrinsic motivation

Stress based on working so hard

Question # 7 ( Start time: 12:41:23 AM ) Total Marks: 1

All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

Offensive attitude

izaiN nahK nasssaH narheM yB

Question # 8 ( Start time: 12:42:27 AM ) Total Marks: 1

Which of the following strategy can help to overcome self defeating attitude?

Select correct option:

Examine yourself and make the necessary changes

Stop blaming others for your problems and cursing Fate

Some personal problem

All of the given options

Question # 9 ( Start time: 12:43:45 AM ) Total Marks: 1

Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?

Select correct option:

Forcing

Avoiding conflict

Compromising

Accommodating

Question # 10 ( Start time: 12:44:13 AM ) Total Marks: 1

All of the following are barriers to effective communication

EXCEPT:

Select correct option:

Eliminate noise

Distortion of information

Communication overloads

Improper timing

Question # 11 ( Start time: 12:44:33 AM ) Total Marks: 1

Which of the following are steps for bringing change in one's attitude that also brings change in the behaviors:

Select correct option:

izaiN nahK nasssaH narheM yB

Identify the object

Introduce the new information that contradicts the existing beliefs or

attitudes

Introduce information

All of the given options

Question # 12 ( Start time: 12:45:19 AM ) Total Marks: 1

Which approach focus on our tendency to copy the beliefs and behaviors of others?

Select correct option:

Social approaches

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

Question # 13 ( Start time: 12:46:08 AM ) Total Marks: 1

Informal transmission of information, scandal or rumor from person to person called:

Select correct option:

Gossip

Grapevine communication

Vertical communication

Horizontal communication

Question # 14 ( Start time: 12:46:33 AM ) Total Marks: 1

Which one of the following affected by the environment, family, norms and values of society?

Select correct option:

izaiN nahK nasssaH narheM yB

Personality

Culture

Traditions

Customs

Question # 15 ( Start time: 12:48:05 AM ) Total Marks: 1

Which of the following is a tendency to seek and enjoy social relationships with others?

Select correct option:

Sociability

Hostility

Resentment

Supremacy

Question # 16 ( Start time: 12:25:15 AM ) Total Marks: 1

Which three types of resources, an organization need?

Select correct option:

Physical, Financial, Human

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

Question # 17 ( Start time: 12:25:46 AM ) Total Marks: 1

Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?

Select correct option:

Harassed

Aggressive

Violent

Sadistic

izaiN nahK nasssaH narheM yB



Question # 18 ( Start time: 12:26:13 AM ) Total Marks: 1

Group behavior is dependent upon clear cut exchange of views among group members because:

Select correct option:

It is important to understand the joint actions people perform when they are together.

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

None of the given options.

Question # 19 ( Start time: 12:26:31 AM ) Total Marks: 1

The meanings that an individual acquires from other person's speech called:

Select correct option:

Perceived meanings

Intended meanings

Pure meanings

Dictionary meanings

Question # 20 ( Start time: 12:26:48 AM ) Total Marks: 1

Organized clubs and committees are example of:

Select correct option:

Emergent Groups

Work Groups

Social Groups

Out group

Question # 21 ( Start time: 12:27:34 AM ) Total Marks: 1

Rizwan can make better decisions than other people because he

is:

Select correct option:

Intelligent, well educated and experienced

Intelligent and risk taker

Flexible and educated

Risk taker

**Question # 22 ( Start time: 12:29:00 AM ) Total Marks: 1**

A negative and \_\_\_\_\_ attitude damage all hope of career success.

Select correct option:

- Self-defeating
- Self projection
- Self worth
- Self centered

**Question # 23 ( Start time: 12:29:13 AM ) Total Marks: 1**

All of the following are barriers to effective communication EXCEPT:

Select correct option:

- Eliminate noise
- Distortion of information
- Communication overloads
- Improper timing

**Question # 24( Start time: 12:29:42 AM ) Total Marks: 1**

Negotiation may takes place:

Select correct option:

- Between two people
- Between groups
- izaiN nahK nasssaH narheM yB
- Within a group
- All of the given options

**Question # 25 ( Start time: 12:30:01 AM ) Total Marks: 1**

For effective decision making, emotional intelligence:

Select correct option:

- Concentrate on increasing your creative output
- Takes the feelings out of decision making
- Allows you to eject your anger freely
- Helps you regulate your emotions to make a good decision

**Question # 26 ( Start time: 12:30:58 AM ) Total Marks: 1**

During electronic brainstorming, suggestions from group members are:

Select correct option:

Accumulate in a file for review at a later time  
Entered into the computer and seen by other group members  
Edited automatically for spelling and grammar  
Approach through the cellular phone

**Question # 27 ( Start time: 12:31:17 AM ) Total Marks: 1**

Strong and close relations are found in \_\_\_\_\_ group.

Select correct option:

Primary

Secondary

Formal

Informal

**Question # 28 ( Start time: 12:31:36 AM ) Total Marks: 1**

Suppose a person has an ability to know what information is appropriate, to find connections between the old and the new and to see the “big picture.” This shows that a person has:

izaiN nahK nasssaH narheM yB

Select correct option:

Troubles

Insight

A lack of concern for details

A strong personality

**Question # 29 ( Start time: 12:32:35 AM ) Total Marks: 1**

A widely used method to improve creativity is the \_\_\_\_\_ technique.

Select correct option:

Forced-association

Challenge your Ruts

Borrow creative ideas

Play the roles of explorer

**Question # 30 ( Start time: 12:33:33 AM ) Total Marks: 1**

Which kind of values influences decision making at every step?

Select correct option:

Personal

Social

Personal and social

Collective and personal

**Question # 31 ( Start time: 12:11:53 AM ) Total Marks: 1**

When we talk about interpersonal relationships it indicates what kind of communication style?

Select correct option:

Emotive

Versatility

Supportive

Reflective

izaiN nahK nasssaH narheM yB

**Question # 32 ( Start time: 12:12:38 AM ) Total Marks: 1**

The actions or reactions of an individual in response to external or internal stimuli is called:

Select correct option:

Attitude

Behavior

Perception

Ethics

**Question # 33 ( Start time: 12:13:24 AM ) Total Marks: 1**

Ferhat is able to chanalized the pressure to perform the task, that pressure is called:

Select correct option:

Positive stress

Negative stress

Distress

Chronic Stress

**Question # 34 ( Start time: 12:13:52 AM ) Total Marks: 1**

All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

**Question # 35 ( Start time: 12:14:23 AM ) Total Marks: 1**

The major factor behind self-defeating attitude and behavior is:

Select correct option:

izaiN nahK nasssaH narheM yB

Negative thinking

Disorganization

Poor Planning

Losing temper

**Question # 36 ( Start time: 12:14:55 AM ) Total Marks: 1**

Group behavior is dependent upon clear cut exchange of views among group members because:

Select correct option:

It is important to understand the joint actions people perform when they are together.

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

None of the given options

**Question # 37 ( Start time: 12:14:55 AM ) Total Marks: 1**

Students are taking class of Human Relations, is an example of which group?

Select correct option:

Secondary group

Primary group

Out group

Social group

**Question # 38 ( Start time: 12:16:41 AM ) Total Marks: 1**

The meanings that an individual acquires from other person's speech called:

Select correct option:

Perceived meanings

Intended meanings

Pure meanings

Dictionary meanings

izaiN nahK nasssaH narheM yB

**Question # 39 ( Start time: 12:17:12 AM ) Total Marks: 1**

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors

Approach

Actions

Activities

**Question # 40 ( Start time: 12:17:43 AM ) Total Marks: 1**

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

Neurobiological

Obsessive-Compulsive

Narcolepsy

**Question # 41 ( Start time: 12:18:09 AM ) Total Marks: 1**

Which of the following is NOT one of the steps in the communication process?

Select correct option:

Transmission over communication media

Decoding message

Encoding message

Noise

**Question # 42 ( Start time: 12:18:33 AM ) Total Marks: 1**

“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?

Select correct option:

Self perception

izaiN nahK nasssaH narheM yB

Self worth

Self love

Self respect

Question # 43 ( Start time: 12:18:49 AM ) Total Marks: 1

All of the following personality traits can easily stimulate stress EXCEPT:

Select correct option:

Destructive

Short-tempered

Emotional

Agreeable

Question # 44 ( Start time: 12:19:26 AM ) Total Marks: 1

The most frequently satisfied need is:

Select correct option:

Safety and security .

Esteem

Belongingness and love

Self-actualization

Question # 45 ( Start time: 12:20:20 AM ) Total Marks: 1

Noise can occur during the \_\_\_\_\_ process.

Select correct option:

Decoding

Feedback

Encoding

All of the given options

Question # 46 ( Start time: 11:59:31 PM ) Total Marks: 1

Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her

izaiN nahK nasssaH narheM yB

criticism?

Select correct option:

Disarm the opposition

Compromise with opposition

Competition the opposition

Confrontation with opposition

Question # 47 ( Start time: 12:00:14 AM ) Total Marks: 1

Nonverbal communications are:

Select correct option:

Neither spoken nor written

Only written

Only spoken

Not real communications

Question # 48 ( Start time: 12:00:42 AM ) Total Marks: 1

Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:

Select correct option:

Sub-culture

Society

Group

Culture

Question # 49 ( Start time: 12:01:08 AM ) Total Marks: 1

“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?

Select correct option:

Self perception

Self worth

izaiN nahK nasssaH narheM yB

Self love

Self respect

Question # 50 ( Start time: 12:01:33 AM ) Total Marks: 1

On a continuum of dominance, people tend to be either:

Select correct option:

Low dominating or high dominating

High dominating

Low dominating

Dominance

Question # 51 ( Start time: 12:02:08 AM ) Total Marks: 1

A social group towards which an individual feels opposition or a desire to compete is called:

Select correct option:

In group



Out group

Reference group

Secondary group

Question # 52 ( Start time: 12:02:29 AM ) Total Marks: 1

Strong and close relations are found in \_\_\_\_\_ group.

Select correct option:

Primary

Secondary

Formal

Informal

Question # 53 ( Start time: 12:02:58 AM ) Total Marks: 1

All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

Use emotion and colorful words

izaiN nahK nasssaH narheM yB

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

Question # 54 ( Start time: 12:03:35 AM ) Total Marks: 1

From management point of view, Human Relations are very important because it contributes to:

Select correct option:

Organizational effectiveness

Equality among the workers

High turnover of employees

Control over employees

Question # 55 ( Start time: 12:04:29 AM ) Total Marks: 1

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors

Approach

Actions

Activities

Question # 56 ( Start time: 12:05:06 AM ) Total Marks: 1

An individual feels loyalty and respect in which social group?

Select correct option:

In-group

Out-group

Reference group

Secondary group

izaiN nahK nasssaH narheM yB

Question # 57 ( Start time: 12:05:35 AM ) Total Marks: 1

Which of the following is/are true about organizational communication?

Select correct option:

Keep workers informed about what is going on in the organization

Help ensure that workers are knowledgeable about the organization's policies and practices

Focus on employees

All of the given options

Question # 58 ( Start time: 12:06:14 AM ) Total Marks: 1

Unsatisfied needs motivate us until they:

Select correct option:

Become satisfied

Become discouraged

Direct to working hard

Direct to self-esteem

Question # 59 ( Start time: 12:06:34 AM ) Total Marks: 1

The first step in problem solving is:

Select correct option:

Noticing the problem

Defining the problem

Know a level of importance to the problem

Assigning someone to handle the problem

Question # 60 ( Start time: 12:06:51 AM ) Total Marks: 1

Which one of the following keeps searching for more information before making a decision?

Select correct option:

izaiN nahK nasssaH narheM yB

Perfectionist

Rigid person

Intelligent

Flexible person

Question # 61 ( Start time: 09:32:12 PM ) Total Marks: 1

Knowledge or intellectual beliefs are the  
\_\_\_\_\_component of attitude.

Select correct option:

Cognitive

Positive

Behavioral

Social

Question # 62 ( Start time: 09:33:08 PM ) Total Marks: 1

Which of the following is the act of understanding message?

Select correct option:

Encoding

Decoding

Communication media

Channel

Question # 63 ( Start time: 09:33:36 PM ) Total Marks: 1

The most frequently satisfied need is:

Select correct option:

Safety and security .

Esteem

Belongingness and love

Self-actualization

Question # 64 ( Start time: 09:33:58 PM ) Total Marks: 1

Which approach focus on our tendency to copy the beliefs and  
behaviors of others?

Select correct option:

Social approaches

Cognitive approach

izaiN nahK nasssaH narheM yB

Behavioral approach

Cognitive and behavioral approach

Question # 65 ( Start time: 09:34:55 PM ) Total Marks: 1

The course of Human Relations enables persons to become skilled at:

Select correct option:

Systematic analysis of people's personal life.

Systematic analysis of people's social life.

Systematic analysis of people's official life.

Systematic analysis of people's life in all aspects.

Question # 66 ( Start time: 09:35:34 PM ) Total Marks: 1

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors

Approach

Actions

Activities

Question # 67 ( Start time: 09:36:01 PM ) Total Marks: 1

Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

Non verbal

Verbal

Unwritten

Question # 68 ( Start time: 09:37:14 PM ) Total Marks: 1

Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?

Select correct option:

Forcing

Avoiding conflict

izaiN nahK nasssaH narheM yB

Compromising

Accommodating

Question # 69 ( Start time: 09:37:55 PM ) Total Marks: 1

You have to be motivated and establish goals to:

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

All of the given options

Question # 70 ( Start time: 09:38:40 PM ) Total Marks: 1

At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.

Select correct option:

75 percent

45 percent

85 percent

65 percent

Question # 71 ( Start time: 09:39:30 PM ) Total Marks: 1

Effective decision makers do not rely on careful analysis only.

Instead they also use their intuition which is based on:

Select correct option:

Knowing and sensing

<http://www.vustudents.net>

Guessing

Being certain

Hoping

Question # 72 ( Start time: 09:40:49 PM ) Total Marks: 1

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

Self worth

izaiN nahK nasssaH narheM yB

Question # 73 ( Start time: 09:41:38 PM ) Total Marks: 1

All of the following are the characteristics of Type A personality

EXCEPT:

Select correct option.

Time conscious

Easy-going

Competitive

Fast moving

Question # 74 ( Start time: 09:42:27 PM ) Total Marks: 1

Which one of the following is the totality of an individual's personality?

Select correct option:

Self awareness

Self confidence

Self esteem

Self love

Question # 75 ( Start time: 09:45:04 PM ) Total Marks: 1

Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:

Select correct option:

Internet dependence

Internet professional

Internet customer

Internet fond

Question # 76 ( Start time: 09:45:39 PM ) Total Marks: 1

Noise can occur during the \_\_\_\_\_ process.

Select correct option:

Decoding

Feedback

Encoding

All of the given options

izaiN nahK nasssaH narheM yB

Question # 77 ( Start time: 09:46:09 PM ) Total Marks: 1

Primary group has all the characteristics EXCEPT:

Select correct option:

Face to face interaction

Small in size

Less intimate

Long-lasting relationships

Question # 78 ( Start time: 09:46:56 PM ) Total Marks: 1

Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others

Effectiveness in dealing with people

Appreciation of people

Customer dealing

Question # 79 ( Start time: 09:47:49 PM ) Total Marks: 1

One must keep in mind the following to manage anger

EXCEPT:

Select correct option:

Express your anger before it reaches a high intensity

Hesitant to express anger

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

Question # 80 ( Start time: 09:48:33 PM ) Total Marks: 1

The way people perceive and identify us, is best described by which of the following terms:

Select correct option:

Perceived Self

Projected Self

Private Self

Self-concept

Question # 81 ( Start time: 09:49:37 PM ) Total Marks: 1

All of the following suggestions can develop the right mental set

izaiN nahK nasssaH narheM yB

for emergence of an excellent record of attendance and

punctuality EXCEPT:

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

Offensive attitude

Question # 82 ( Start time: 09:50:29 PM ) Total Marks: 1

Organized clubs and committees are example of:

Select correct option:

Emergent Groups

Work Groups

Social Groups

Out group

Question # 83 ( Start time: 09:51:16 PM ) Total Marks: 1

Group behavior is dependent upon clear cut exchange of views among group members because:

Select correct option:

It is important to understand the joint actions people perform when they are together.

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

None of the given options

Question # 84 ( Start time: 09:52:48 PM ) Total Marks: 1

A realistic goal is one that:

Select correct option:

Includes money as well as happiness

Is comparatively easy to attain

Matches the employer's wishes

Regulates the right amount of challenge

izaiN nahK nasssaH narheM yB

Question # 85 ( Start time: 09:53:24 PM ) Total Marks: 1

Feelings of helpless and negative thinking are examples of \_\_\_\_\_ attitude.

Select correct option:

Self-defeating

Distress

Abnormal

Excessive guilt

Question # 86 ( Start time: 09:54:16 PM ) Total Marks: 1



Asma is taking stress to get good grade in exams that shows her:

Select correct option:

Hyper stress

Positive stress

Negative stress

Distress

Question # 87 ( Start time: 09:54:55 PM ) Total Marks: 1

“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?

Select correct option:

Self perception

Self worth

Self love

Self respect

Question # 88 ( Start time: 09:55:53 PM ) Total Marks: 1

The characteristics of creative workers include:

Select correct option:

Personality

Knowledge

izaiN nahK nasssaH narheM yB

Intellectual abilities

All of the given options

Question # 89 ( Start time: 09:56:31 PM ) Total Marks: 1

All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

Question # 90 ( Start time: 09:59:59 PM ) Total Marks: 1

The key elements to ask questions when identifying the root cause of a problem are:

Select correct option:

People, materials and methods

Effects, consequences and results

Equipment and services, attitudes and motivations

Qualitative, quantitative and impartial factors

Question # 91 ( Start time: 10:01:23 PM ) Total Marks: 1

Which one of the following is NOT an example of self defeating behavior?

Select correct option:

Disorganization

Excessive guilt

Losing temper

Proactive

Question # 92 ( Start time: 10:02:06 PM ) Total Marks: 1

Work and family conflict occurs when the individual has to perform:

Select correct option:

izaiN nahK nasssaH narheM yB

Multiple roles

Few roles

Tricky roles

Unexpected roles

Question # 93 ( Start time: 10:03:25 PM ) Total Marks: 1

When you did not find creative solution to a problem despite concentrated effort, a recommended tactic is to:

Select correct option:

Take a brief break from problem solving

Lock yourself in the work area until the problem is resolved

Drop the problem, and look for another problem to solve

Engage in brain writing

Question # 94 ( Start time: 10:04:46 PM ) Total Marks: 1

Nonverbal communications are:

Select correct option:

Neither spoken nor written

Only written

Only spoken

Not real communications

Question # 95 ( Start time: 10:05:18 PM ) Total Marks: 1

Attitudes are an important part of human relations because they are linked to:

Select correct option:

Perception

Motivation

Relationships

All of the given options

izaiN nahK nasssaH narheM yB

Question # 96 ( Start time: 10:06:05 PM ) Total Marks: 1

Workplace violence usually stems from:

Select correct option:

Anger

Failure

Disturbance

Displeasure

Question # 97 ( Start time: 10:06:50 PM ) Total Marks: 1

Which one of the following is NOT a component of attitudes?

Select correct option:

Cognitive

Affective

Negative

Behavioral

Question # 98 ( Start time: 10:08:11 PM ) Total Marks: 1

Which one of the following is the totality of an individual's personality?

Select correct option:

Self awareness

Self confidence

Self esteem

Self love

Question # 99 ( Start time: 10:08:40 PM ) Total Marks: 1

Unsatisfied needs motivate us until they:

Select correct option:

izaiN nahK nasssaH narheM yB

Become satisfied

Become discouraged

Direct to working hard

Direct to self-esteem

Question # 100 ( Start time: 10:09:16 PM ) Total Marks: 1

A good supplier to positive attitudes is:

Select correct option:

Pessimism

Optimism

Being a famous person

Low salary

Question # 101 ( Start time: 10:09:46 PM ) Total Marks: 1

The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.

Select correct option:

Pure

Dictionary

Superficial

Perceived

Question # 102 ( Start time: 10:10:12 PM ) Total Marks: 1

During electronic brainstorming, suggestions from group members are:

Select correct option:

Accumulate in a file for review at a later time

izaiN nahK nasssaH narheM yB

Entered into the computer and seen by other group members

Edited automatically for spelling and grammar

Approach through the cellular phone

Question # 103 ( Start time: 10:10:59 PM ) Total Marks: 1

An individual who always agree with everyone and flexible to change has a \_\_\_\_\_ communication style.

Select correct option:

Supportive

Reflective

Versatility

Emotive

Question # 104 ( Start time: 10:11:45 PM ) Total Marks: 1

Which one of the following affected by the environment, family, norms and values of society?

Select correct option:

Personality

Culture

Traditions

Customs

Question # 105 ( Start time: 10:42:07 PM ) Total Marks: 1

The increase of knowledge contributes to creativity because knowledge:

Select correct option:

Can be alternate for insight

Supplies the building blocks for generating and combining ideas

Avoid too much mental flexibility

Allows for the development of a traditional mental set

izaiN nahK nasssaH narheM yB

Question # 106 ( Start time: 10:43:27 PM ) Total Marks: 1

A negative and \_\_\_\_\_ attitude damage all hope of career success.

Select correct option:

Self-defeating

Self projection

Self worth

Self centered

Question # 3 ( Start time: 10:44:08 PM ) Total Marks: 1

From management point of view, Human Relations are very important because it contributes to:

Select correct option:

Organizational effectiveness

Equality among the workers

High turnover of employees

Control over employees

Question # 4 ( Start time: 10:44:32 PM ) Total Marks: 1

The cognitive process, in which an individual selects, organizes and gives meaning to environmental stimuli called:

Select correct option:

Intelligence

Perception

Reasoning

Emotion

Question # 5 ( Start time: 10:45:08 PM ) Total Marks: 1

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

Neurobiological

Obsessive-Compulsive

Narcolepsy

izaiN nahK nasssaH narheM yB

Question # 6 ( Start time: 10:45:43 PM ) Total Marks: 1

The course of Human Relations enables persons to become skilled at:

Select correct option:

Systematic analysis of people's personal life.

Systematic analysis of people's social life.

Systematic analysis of people's official life.

Systematic analysis of people's life in all aspects

Question # 7 ( Start time: 10:46:14 PM ) Total Marks: 1

Minimum persons required for a group are:

Select correct option:

Four

Three

Two

Five

Question # 8 ( Start time: 10:47:30 PM ) Total Marks: 1

Which of the following is a tendency to seek and enjoy social

relationships with others?

Select correct option:

Sociability

Hostility

Resentment

Supremacy

Question # 9 ( Start time: 10:48:04 PM ) Total Marks: 1

Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:

Select correct option:

Sub-culture

Society

Group

Culture

izaiN nahK nasssaH narheM yB

Question # 10 ( Start time: 10:48:32 PM ) Total Marks: 1

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

Self worth

Question # 11 ( Start time: 10:49:27 PM ) Total Marks: 1

An important component of self-discipline is:

Select correct option:

Say no to every request made of you

Minimize excuse making

Say yes to every request made of you

Never take time off from work

Question # 12 ( Start time: 10:50:25 PM ) Total Marks: 1

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors

Approach

Actions

Activities

Question # 13 ( Start time: 10:50:55 PM ) Total Marks: 1

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

Question # 14 ( Start time: 10:51:45 PM ) Total Marks: 1

All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

izaiN nahK nasssaH narheM yB

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

Question # 15 ( Start time: 10:52:18 PM ) Total Marks: 1

“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?

Select correct option:

Self perception

Self worth

Self love

Self respect

Question # 1 ( Start time: 10:53:20 PM ) Total Marks: 1

A nonverbal indicator that a person is lying likely to be:

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

Frequent rubbing of the nose

Facial expressions that last about four or five seconds



Question # 2 ( Start time: 10:54:23 PM ) Total Marks: 1

Asma is taking stress to get good grade in exams that shows her:

Select correct option:

Hyper stress

Positive stress

Negative stress

Distress

Question # 3 ( Start time: 10:55:03 PM ) Total Marks: 1

In the process of \_\_\_\_\_ one should focus on the stimuli that are important, large and intense.

Select correct option:

Initial registration

Positive reinforcement

izaiN nahK nasssaH narheM yB

Overt perception

Perceptual selection

Question # 4 ( Start time: 10:56:31 PM ) Total Marks: 1

The way people perceive and identify us, is best described by which of the following terms:

Select correct option:

Perceived Self

Projected Self

Private Self

Self-concept

Question # 5 ( Start time: 10:57:18 PM ) Total Marks: 1

During electronic brainstorming, suggestions from group members are:

Select correct option:

Accumulate in a file for review at a later time

Entered into the computer and seen by other group members

Edited automatically for spelling and grammar

Approach through the cellular phone

Question # 6 ( Start time: 10:57:49 PM ) Total Marks: 1

Ferhat is able to chanalized the pressure to perform the task, that pressure is called:

Select correct option:

Positive stress

Negative stress

Distress

Chronic Stress

Question # 7 ( Start time: 10:58:21 PM ) Total Marks: 1

To rely on stored information that is repackaged as insight to make decisions called:

Select correct option:

Long forgotten information

Accessible only to highly creative people

izaiN nahK nasssaH narheM yB

Long-term memory

Intuition

Question # 8 ( Start time: 10:59:36 PM ) Total Marks: 1

A Person's views about his job and organization is shown by his/her:

Select correct option:

Attitude

Level of ability

Salary

Ethics

Question # 9 ( Start time: 11:01:07 PM ) Total Marks: 1

The first step in the self-discipline model is to:

Select correct option:

Compartmentalize spheres of life

Search for pleasure within the task

Develop role models

Formulate a mission statement

Question # 10 ( Start time: 11:01:44 PM ) Total Marks: 1

Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.

Select correct option:

Cognitive

Positive

Behavioral

Social

Question # 11 ( Start time: 11:02:17 PM ) Total Marks: 1

What type of communication should a manager use to address an employee who has been caught in the act of breaking a rule?

Select correct option:

Intra office communication (memo, E-mail)

Face-to-face communication

izaiN nahK nasssaH narheM yB

Non-verbal communication

Verbal communication

Question # 12 ( Start time: 11:03:09 PM ) Total Marks: 1

The increase of knowledge contributes to creativity because knowledge:

Select correct option:

Can be alternate for insight

Supplies the building blocks for generating and combining ideas

Avoid too much mental flexibility

Allows for the development of a traditional mental set

Question # 13 ( Start time: 11:03:47 PM ) Total Marks: 1

The major factor behind self-defeating attitude and behavior is:

Select correct option:

Negative thinking

Disorganization

Poor Planning

Losing temper

Question # 14 ( Start time: 11:04:21 PM ) Total Marks: 1

Which of the following situation rises when demands are not met and pressure on individual is prolonged?

Select correct option:

Stress

Conflict

Clash

Disagreement

Question # 15 ( Start time: 11:04:59 PM ) Total Marks: 1

Which one of the following is a sum total of habits, traits and characteristics of an individual?

Select correct option:

Crowd

Sub-group

Personality

Attitude

izaiN nahK nasssaH narheM yB

Question # 1 ( Start time: 11:12:45 PM ) Total Marks: 1

A Person's views about his job and organization is shown by his/her:

Select correct option:

Attitude

Level of ability

Salary

Ethics

Question # 2 ( Start time: 11:13:11 PM ) Total Marks: 1

Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?

Select correct option:

Forcing

Avoiding conflict

Compromising

Accommodating

Question # 3 ( Start time: 11:13:46 PM ) Total Marks: 1

A basic theme of the Human Relations is that work and personal life:

Select correct option:

Converge in later life

Influence each other significantly

Influence individually

Should be handled differently

Question # 4 ( Start time: 11:14:32 PM ) Total Marks: 1

Spends too much time on the Internet that effect work, sleep

deprivation and neglects human contact, all are the reasons of:

Select correct option:

izaiN nahK nasssaH narheM yB

Internet dependence

Internet professional

Internet customer

Internet fond

Question # 5 ( Start time: 11:15:13 PM ) Total Marks: 1

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

Neurobiological

Obsessive-Compulsive

Narcolepsy

Question # 6 ( Start time: 11:16:10 PM ) Total Marks: 1

Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?

Select correct option:

Harassed

Aggressive

Violent

Sadistic

Question # 7 ( Start time: 11:16:50 PM ) Total Marks: 1

Students are taking class of Human Relations, is an example of which group?

Select correct option:

Secondary group

Primary group

Out group

Social group

izaiN nahK nasssaH narheM yB

Question # 8 ( Start time: 11:17:27 PM ) Total Marks: 1

The first step in problem solving is:

Select correct option:

Noticing the problem

Defining the problem

Know a level of importance to the problem

Assigning someone to handle the problem

Question # 9 ( Start time: 11:18:01 PM ) Total Marks: 1

Unsatisfied needs motivate us until they:

Select correct option:

Become satisfied

Become discouraged

Direct to working hard

Direct to self-esteem

Question # 10 ( Start time: 11:18:40 PM ) Total Marks: 1

Minimum persons required for a group are:

Select correct option:

Four

Three

Two

Five

Question # 11 ( Start time: 11:19:05 PM ) Total Marks: 1

A negative and \_\_\_\_\_ attitude damage all hope of career success.

Select correct option:

Self-defeating

Self projection

izaiN nahK nasssaH narheM yB

Self worth

Self centered

Question # 12 ( Start time: 11:19:34 PM ) Total Marks: 1

Which one of the following is a disposition to approach an idea, event, person, or an object?

Select correct option:

Attitude

Behavior

Perception

## Ethics

Question # 13 ( Start time: 11:20:14 PM ) Total Marks: 1

At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.

Select correct option:

75 percent

45 percent

85 percent

65 percent

Question # 14 ( Start time: 11:20:32 PM ) Total Marks: 1

Informal transmission of information, scandal or rumor from person to person called:

Select correct option:

Gossip

Grapevine communication

Vertical communication

Horizontal communication

Question # 15 ( Start time: 11:21:07 PM ) Total Marks: 1

Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.

izaiN nahK nasssaH narheM yB

Select correct option:

Stimulants

Depressant

Narcotic

Relaxant

Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:

Select correct option:

Internet dependence

Internet professional

Internet customer

Internet fond

An individual feels loyalty and respect in which social group?

Select correct option:

In-group

Out-group

Reference group

Secondary group

The meanings which I want to communicate to the viewers are known as:

Select correct option:

Intended meanings

Pure meanings

Perceived meanings

Dictionary meanings

Students are taking class of Human Relations, is an example of which group?

Select correct option:

izaiN nahK nasssaH narheM yB

Secondary group

Primary group

Out group

Social group

Minimum persons required for a group are:

Select correct option:

Four

Three

Two

Five

Which of the following is a form of depression that develops during the hot and humid?

Select correct option:

Obsessive-Compulsive Disorder

Seasonal Affective Disorder

Neurobiological Disorders

Attention Deficit Disorder

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors



Approach

Actions

Activities

Asma is taking stress to get good grade in exams that shows her:

Select correct option:

Hyper stress

Positive stress

izaiN nahK nasssaH narheM yB

Negative stress

Distress

When the differences between groups emerged, you can expect:

Select correct option:

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

All of the given options

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

Neurobiological

Obsessive-Compulsive

Narcolepsy

Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

Reward and punishment

Compensation

Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.

Select correct option:

Sociability

Supremacy

Reflexive

Directive

izaiN nahK nasssaH narheM yB

What kind of personality is usually associated with stress?

Select correct option:

Type A

Type B

Inner directed

Traditional

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence

Dissonance

Connect

Conflict

According to research which of the following percentage reveals that all business communication fails to achieve the intended purposes.

Select correct option:

70 percent

40 percent

65 percent

80 percent

A good supplier to positive attitudes is:

Select correct option:

Pessimism

Optimism

Being a famous person

Low salary

izaiN nahK nasssaH narheM yB

Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?

Select correct option:

Harassed

Aggressive

Violent

Sadistic

The characteristics of creative workers include:

Select correct option:

Personality

Knowledge

Intellectual abilities

All of the given options

To rely on stored information that is repackaged as insight to make decisions called:

Select correct option:

Long forgotten information

Accessible only to highly creative people

Long-term memory

Intuition

Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?

Select correct option:

Self perception

Self worth

Self love

Self respect

izaiN nahK nasssaH narheM yB

Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her criticism?

Select correct option:

Disarm the opposition

Compromise with opposition

Competition the opposition

Confrontation with opposition

A realistic goal is one that:

Select correct option:

Includes money as well as happiness

Is comparatively easy to attain

Matches the employer's wishes

Regulates the right amount of challenge

The meanings which I want to communicate to the viewers are known as:

Select correct option:

Intended meanings

Pure meanings

Perceived meanings

Dictionary meanings

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

Self worth

izaiN nahK nasssaH narheM yB

All of the following are the characteristics of Type A personality

EXCEPT:

Select correct option:

Time conscious

Easy-going

Competitive

Fast moving

For effective decision making, emotional intelligence:

Select correct option:

Concentrate on increasing your creative output

Takes the feelings out of decision making

Allows you to eject your anger freely

Helps you regulate your emotions to make a good decision

Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

All of the given options

A negative and \_\_\_\_\_ attitude damage all hope of career success.

Select correct option:

Self-defeating

Self projection

Self worth

Self centered

Work and family conflict occurs when the individual has to perform:

Select correct option:

izaiN nahK nasssaH narheM yB

Multiple roles

Few roles

Tricky roles

Unexpected roles

An important component of self-discipline is:

Select correct option:

Say no to every request made of you

Minimize excuse making

Say yes to every request made of you

Never take time off from work

Creativity takes place when \_\_\_\_\_ components come together.

Select correct option:

Three

Two

Four

One

A nonverbal indicator that a person is lying likely to be:

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

Frequent rubbing of the nose

Facial expressions that last about four or five seconds

izaiN nahK nasssaH narheM yB

Which of the following is NOT a part of the communication process?

Select correct option:

Encoding

Decoding

Feedback

Accepting

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

Workers with positive attitudes are likely to:

Select correct option:

Be liked by customers

Receive good performance reviews

Be promoted

All of the given options

For effective decision making, emotional intelligence:

Select correct option:

Concentrate on increasing your creative output

Takes the feelings out of decision making

Allows you to eject your anger freely

Helps you regulate your emotions to make a good decision

Which one of the following is NOT a component of attitudes?

Select correct option:

izaiN nahK nasssaH narheM yB

Cognitive

Affective

Negative

Behavioral

Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:

Select correct option:

Ability to influence others

Effectiveness in dealing with people

Appreciation of people

Customer dealing

You have to be motivated and establish goals to:

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

All of the given options

Effective decision makers do not rely on careful analysis only.

Instead they also use their intuition which is based on:

Select correct option:

Knowing and sensing

Guessing

Being certain

Hoping

A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions

izaiN nahK nasssaH narheM yB

to a problem.

Select correct option:

Lateral thinker

Intellectual

Emotionally intelligent person

Scholar

Contradiction between knowledge, information and attitude is called:

Select correct option:

Apathy

Cognitive dissonance

Dissatisfaction

Self-esteem

Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

All of the given options

Hamna is fast moving, hardworking, impatient and preoccupied with work, she has:

Select correct option:

Type A personality

Traditional personality

Type B personality

Other directed personality

izaiN nahK nasssaH narheM yB

Which one of the following is a sum total of habits, traits and characteristics of an individual?

Select correct option:

Crowd

Sub-group

Personality

Attitude

A person is able to perform better in which stress:

Select correct option:

Work

Positive

Negative

Emotional

Which of the following is the act of understanding message?

Select correct option:

Encoding

Decoding

Communication media

Channel



What type of communication should a manager use to address an employee who has been caught in the act of breaking a rule?

Select correct option:

Intra office communication (memo, E-mail)

Face-to-face communication

Non-verbal communication

Verbal communication

izaiN nahK nasssaH narheM yB

The first step in the self-discipline model is to:

Select correct option:

Compartmentalize spheres of life

Search for pleasure within the task

Develop role models

An individual who develops a strong work ethic will:

Select correct option:

Be strongly motivated

Be qualified for a managerial position

Behave in a highly decent manner

A notable consequence of perfectionism is that it often leads to a:

Select correct option:

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

Delay in making decisions

Lack of concern for details

A key characteristic of self-disciplined people is that they:

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

Work toward attaining goals without being distracted

**MGMT611, HRM611 HUMAN RELATIONS**

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**Asma is taking stress to get good grade in exams that shows her:**

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

**The increase of knowledge contributes to creativity because knowledge:**

Select correct option:

Can be alternate for insight

**Supplies the building blocks for generating and combining ideas**

Avoid too much mental flexibility

Allows for the development of a traditional mental set

**Which one of the following is the totality of an individual's personality?**

Select correct option:

Self awareness

Self confidence

**Self esteem**

Self love

**Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her criticism?**

Select correct option:

**Disarm the opposition**

Compromise with opposition

Competition the opposition

Confrontation with opposition

**When we talk about interpersonal relationships it indicates what kind of communication style?**

Select correct option:

Emotive

**Versatility**

Supportive

Reflective

**Informal transmission of information, scandal or rumor from person to person called:**

Select correct option:

Gossip

**Grapevine communication**

Vertical communication

Horizontal communication

**Mostly personal problems emerge through self-defeating:**

Select correct option:

**Attitudes and behaviors**

Approach

Actions

Activities

**All of the following are the characteristics of Type A personality EXCEPT:**

Select correct option:

Time conscious

**Easy-going**

Competitive

Fast moving

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**Effective decision makers do not rely on careful analysis only. Instead they also use their intuition which is based on:**

Select correct option:

**Knowing and sensing**

Guessing

Being certain

Hoping

**Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.**

Select correct option:

**Stimulants**

Depressant

Narcotic

Relaxant

**Self-esteem is:**

Select correct option:

The experiences of feeling like you are better than other people

The experiences of feeling like you are not as good as other people

The experience of feeling over confident

**The experience of feeling competent and of being worthy of happiness**

**To become a better listener, you should first learn to:**

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

**All of the following are barriers to good cross-cultural relations EXCEPT:**

**Select correct option:**

Perceptual expectations

Different norms and codes of conduct

Stereotypes

**Speaking more than one language**

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:**

Select correct option:

**Sub-culture**

Society

Group  
Culture

**A cross cultural training program might include which of the following?**

**Select correct option:**

Business etiquette  
Customs, traditions, and beliefs

**Business etiquette, communication techniques and negotiation styles**

Negotiation styles

**The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.**

Select correct option:

Pure  
Dictionary  
Superficial

**Perceived**

**Which one of the following affected by the environment, family, norms and values of society?**

Select correct option:

**Personality**

Culture  
Traditions  
Customs

**Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.**

Select correct option:

**Stimulants**

Depressant  
Narcotic  
Relaxant

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:**

Select correct option:

**Sub-culture**

Society  
Group  
Culture

**A \_\_\_\_\_ is a small semi-conscious message we send with a powerful impact on the receiver.**

Select correct option:

Channel  
Communication  
Flow

**Micro-inequity**

**When you did not find creative solution to a problem despite concentrated effort, a recommended tactic is to:**

Select correct option:

**Take a brief break from problem solving**

Lock yourself in the work area until the problem is resolved

Drop the problem, and look for another problem to solve

Engage in brain writing

**Which of the following is/are true about organizational communication?**

Select correct option:

Keep workers informed about what is going on in the organization

Help ensure that workers are knowledgeable about the organization's policies and practices

Focus on employees

**All of the given options**

**Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:**

Select correct option:

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

**Which of the following are steps for bringing change in one's attitude that also brings change in the behaviors:**

Select correct option:

Identify the object

Introduce the new information that contradicts the existing beliefs or attitudes

Introduce information

**All of the given options**

**The flow of communication from high level to lower level is called:**

Select correct option:

Diagonal

Horizontal communication

Upward communication

**Downward communication**

**Creativity takes place when \_\_\_\_\_ components come together.**

Select correct option:

**Three**

Two

Four

One

**Which three types of resources, an organization need?**

Select correct option:

**Physical, Financial, Human**

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

**Negotiation may takes place:**

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?**

Select correct option:

**Cognitive restructuring**

Optimistic approach

Grievance Procedure

Negotiation

**Suppose a person has an ability to know what information is appropriate, to find connections between the old and the new and to see the “big picture.” This shows that a person has:**

Select correct option:

Troubles

**Insight**

A lack of concern for details

A strong personality

**Emotional intelligence generally compacted with the ability to:**

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

**Negotiation may takes place:**

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

**Which one of the following would be considered as an organization?**

Select correct option:

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

**Creativity takes place when \_\_\_\_\_ components come together.**

Select correct option:

**Three**

Two

Four

One

**The key components of emotional intelligence include self-awareness, relationship management, self management and:**

Select correct option:

**Social awareness**

Emotional instability  
Musical intelligence  
Self confidence

**Emotional Intelligence: (Page 50)**

A current conception of emotional intelligence is so broad that it encompasses many traits and behaviours related to leadership effectiveness, including **self-awareness**, **self-management**, **social awareness**, and **relationship management**.

**On a continuum of dominance, people tend to be either:**

Select correct option:

**Low dominating or high dominating**

High dominating

Low dominating

Dominance

**Which approach focus on our tendency to copy the beliefs and behaviors of others?**

Select correct option:

**Social approaches**

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

**Which of the following situation rises when demands are not met and pressure on individual is prolonged?**

Select correct option:

**Stress**

Conflict

Clash

Disagreement

\_\_\_\_\_ **between the personality and expectations of the organization, results into some sort of stress.**

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

**Which one of the following is NOT an example of self defeating behavior?**

Select correct option:

Disorganization

Excessive guilt

Losing temper

**Proactive**

**To become a better listener, you should first learn to:**

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

**A good supplier to positive attitudes is:**

Select correct option:

Pessimism

**Optimism**

Being a famous person

Low salary

**Positive self-talk is:**

Select correct option:

Bragging

Self-defeating

**Saying positive things about yourself to yourself**

Saying positive things about yourself to other people

Ref: basic method of building self-confidence is to engage in positive self-talk, saying positive things about oneself to oneself

**Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:**

Select correct option:

**Internet dependence**

Internet professional

Internet customer

Internet fond

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Select correct option:

Crowd

Sub-group

**Personality**

Attitude

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Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

**A cross cultural training program might include which of the following?**

Select correct option:

Business etiquette

Customs, traditions, and beliefs

**Business etiquette, communication techniques and negotiation styles**

Negotiation styles

**A major purpose of feedback is to tell a person:**

Select correct option:

**How well he or she communicates the true self**

How well he or she has performed

The difference between right and wrong



When it is time to enhance self-esteem

**The course of Human Relations enables persons to become skilled at:**

Select correct option:

Systematic analysis of people's personal life.

Systematic analysis of people's social life.

Systematic analysis of people's official life.

**Systematic analysis of people's life in all aspects.**

**How might you use information about cultural differences to improve interpersonal relationships on the job?**

Select correct option:

To recognize that a person's national values might influence his or her behavior

To learn which people from other cultures you should avoid completely

To get people from other cultures to work harder

**Many cultures consider themselves to be at the center of the world**

**Students are taking class of Human Relations, is an example of which group?**

Select correct option:

Secondary group

Primary group

Out group

**Social group**

**Leaders of effective groups share all of the following characteristics EXCEPT:**

Select correct option:

They have led successful groups in the past

They provide direction and meaning to the people they are leading

They favor action and risk taking

**They are purveyors of hope**

**Which one of the following stress is good because it makes you able to achieve something?**

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

**All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:**

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

**De-emphasize nonverbal communication**

Observe cultural differences in manners/customs

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**One must keep in mind the following to manage anger EXCEPT:**

Select correct option:

Express your anger before it reaches a high intensity

**Hesitant to express anger**

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

**Asma is taking stress to get good grade in exams that shows her:**

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

**Which three types of resources, an organization need?**

Select correct option:

**Physical, Financial, Human**

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

**Group behavior is dependent upon clear cut exchange of views among group members because:**

Select correct option:

**It is important to understand the joint actions people perform when they are together.**

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

None of the given options.

**The simplest explanation for self-defeating behavior is that some people suffer because of their:**

Select correct option:

Poor planning

Unrealistic expectations

Fear of intimacy

**All of the given options**

**The ages of \_\_\_\_\_ are the most crucial in developing and strengthen your feelings about yourself.**

Select correct option:

**12-18**

13-16

11-14

10-13

**The characteristics of creative workers include:**

Select correct option:

Personality

Knowledge

Intellectual abilities

**All of the given options**

**Which of the following is suggested way of improving cross-cultural relations?**

Select correct option:

Focus on the individual

Develop cultural sensitivity

Participate in diversity Training

**All the suggestions can help to improve**

Strategies to improve cross-cultural relations:

Here we take a systematic look at approaches people can use on their own along with training programs

designed to improve cross-cultural relations.

A. Develop Cultural Sensitivity

B. Focus on Individuals Rather than Groups

C. Respect all Workers and Cultures

D. Value Cultural Differences

E. Minimize Cultural Bloopers/embarrassments

F. Participate in Cultural Training

G. Foreign language training

H. Diversity training

**The extent to which an individual has broad interests and is willing to take risks called:**

Select correct option:

Emotional stability

Extroversion

Conscientiousness

**Openness to experience**

**What kind of personality is usually associated with stress?**

Select correct option:

Type A

**Type B**

Inner directed

Traditional

(Page 131) The Type B personality is the opposite of Type A which is commonly associated with stress and is usually liked by the organizations today

**Which of the following are steps for bringing change in one's attitude that also brings change in the behaviors:**

Select correct option:

Identify the object

Introduce the new information that contradicts the existing beliefs or attitudes

Introduce information

**All of the given options**

Identify the object towards which change of attitude is desired.

2. Introduce information about which individual agrees.

3. Introduce the new information that contradicts the existing beliefs or attitudes.

4. Identify the ways through which belief or practice conform to new information.

**A key characteristic of self-disciplined people is that they:**

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

**Work toward attaining goals without being distracted**

**Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.**

Select correct option:

**Sociability**

Supremacy

Reflexive

Directive

**Emotional intelligence generally compacted with the ability to:**

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

Select correct option:

**Cognitive**

Positive

Behavioral

Social

**A notable consequence of perfectionism is that it often leads to a:**

Select correct option:

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.**

Select correct option:

**75 percent**

45 percent

85 percent

65 percent

**Which of the following strategy can help to overcome self defeating attitude?**

Select correct option:

**Examine yourself and make the necessary changes**

Stop blaming others for your problems and cursing Fate

Some personal problem

All of the given options

**The increase of knowledge contributes to creativity because knowledge:**

Select correct option:

Can be alternate for insight

**Supplies the building blocks for generating and combining ideas**

Avoid too much mental flexibility

Allows for the development of a traditional mental set

**“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?**

Select correct option:

Self perception

**Self worth**

Self love

Self respect

**Primary group has all the characteristics EXCEPT:**

Select correct option:

Face to face interaction

Small in size

**Less intimate**

Long-lasting relationships

**An individual feels loyalty and respect in which social group?**

Select correct option:

**In-group**

Out-group

Reference group

Secondary group

**Attitudes are an important part of human relations because they are linked to:**

Select correct option:

Perception

Motivation

Relationships

**All of the given options**

**A social group towards which an individual feels opposition or a desire to compete is called:**

Select correct option:

In group

**Out group**

Reference group

Secondary group

**Students are taking class of Human Relations, is an example of which group?**

Select correct option:

Secondary group

Primary group

Out group

**Social group**

**What kind of personality is usually associated with stress?**

Select correct option:

Type A

**Type B**

Inner directed

Traditional

(Page 131) The Type B personality is the opposite of Type A which is commonly associated with stress and is usually liked by the organizations today

**Which one of the following affected by the environment, family, norms and values of society?**

Select correct option:

**Personality**

Culture

Traditions

Customs

Personality is the product of a culture to do different things in different situations; it is affected by the environment, family, norms and values, society

**Asma is taking stress to get good grade in exams that shows her:**

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

**At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.**

Select correct option:

**75 percent**

45 percent

85 percent

65 percent

**All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:**

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

**Use mirroring to establish rapport**

**The two main components of self-esteem are:**

Select correct option:

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

Self-esteem can be thought of as the sum of self-confidence and self-respect." There is no value judgment more important to man — no matter more decisive in the psychological development and motivation — than the estimate he passed on himself."

**The meanings that an individual acquires from other person's speech called:**

Select correct option:

**Perceived meanings**

Intended meanings

Pure meanings

Dictionary meanings

**Hazrat Moosa belongs to the category of born leaders which is included in \_\_\_\_\_ theory.**

Select correct option:

**Bigman**

Contingency

Trait

Exchange

Big man theory: This kind of theory is about the leaders who are called leaders by birth or born leaders.

**People, who have high self-esteem, can generally increase their self-esteem because these individuals usually:**

Select correct option:

Give honest feedback

Respect others

Respect themselves

**All of the above are correct**

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Select correct option:

Forced-association

Challenge your Ruts

Borrow creative ideas

**Play the roles of explorer**

**Primary group has all the characteristics EXCEPT:**

Select correct option:

Face to face interaction

Small in size

**Less intimate**

Long-lasting relationships

**In the process of \_\_\_\_\_ one should focus on the stimuli that are important, large and intense.**

Select correct option:

**Initial registration**

Positive reinforcement

Overt perception

Perceptual selection

**Which of the following is a tendency to seek and enjoy social relationships with others?**

Select correct option:

**Sociability**

Hostility

Resentment

Supremacy

**The actions or reactions of an individual in response to external or internal stimuli is called:**

Select correct option:

Attitude

**Behavior**

Perception

Ethics

**Servant leaders:**

Select correct option:

Will not accept a salary that is higher than the salaries of those they lead.

Volunteer to do all of the "dirty" work for the group.

Expect their group members to serve them.

**Serve group members by helping them achieve their goals.**

A humanitarian approach to leadership is to be a servant leader, one who serves group members by working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Select correct option:

**Forced-association**

Challenge your Ruts

Borrow creative ideas

Play the roles of explorer

**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?**

Select correct option:

**Cognitive restructuring**

Optimistic approach

Grievance Procedure

Negotiation

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

**Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.**

Select correct option:

**Stimulants**

Depressant

Narcotic

Relaxant

A stimulant produces feelings of optimism and high energy.

Cocaine and diet pills are stimulants



**To become a better listener, you should first learn to:**

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

Stop talking

**Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her criticism?**

Select correct option:

**Disarm the opposition**

Compromise with opposition

Competition the opposition

Confrontation with opposition

**Which of the following is NOT one of the steps in the communication process?**

Select correct option:

Transmission over communication media

Decoding message

Encoding message

**Noise**

**At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.**

Select correct option:

**75 percent**

45 percent

85 percent

65 percent

**All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:**

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

**Offensive attitude**

**The characteristics of creative workers include:**

Select correct option:

Personality

Knowledge

Intellectual abilities

**All of the given options**

**Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?**

Select correct option:

**Harassed**

Aggressive

Violent

Sadistic

**Workplace violence usually stems from:**

Select correct option:

**Anger**

Failure

Disturbance

Displeasure

**The two main components of self-esteem are:**

Select correct option:

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

\_\_\_\_\_ **between the personality and expectations of the organization, results into some sort of stress.**

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

**Informal transmission of information, scandal or rumor from person to person called:**

Select correct option:

Gossip

**Grapevine communication**

Vertical communication

Horizontal communication

**The meanings that an individual acquires from other person's speech called:**

Select correct option:

**Perceived meanings**

Intended meanings

Pure meanings

Dictionary meanings

Page 132

Most important is "perceived meanings" the meanings that you are getting .your meanings will be

based on meanings that you are getting from the other person's speech.

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**Leaders of effective groups share all of the following characteristics EXCEPT:**

Select correct option:

They have led successful groups in the past

They provide direction and meaning to the people they are leading

They favor action and risk taking

**They are purveyors of hope**

**Feeling competent to cope with the basic challenges in life and of being valuable of happiness is called:**

Select correct option:

**Self-esteem**

Egotism

Wishful thinking

Self efficacy

**When we talk about interpersonal relationships it indicates what kind of communication style?**

Select correct option:

Emotive

**Versatility**

Supportive

Reflective

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Select correct option:

Crowd

Sub-group

**Personality**

Attitude

**Which of the following is a tendency to seek and enjoy social relationships with others?**

Select correct option:

**Sociability**

Hostility

Resentment

Supremacy

**Which of the following step use in grievance procedure?**

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

**All of the given options**

**Which one of the following is NOT a component of attitudes?**

Select correct option:

Cognitive

Affective

**Negative**

Behavioral

**The meanings which I want to communicate to the viewers are known as:**

Select correct option:

**Intended meanings**

Pure meanings

Perceived meanings

Dictionary meanings

**Managers of Crescent mills in their supervisory and administrative roles use various rewards and sanctions to induce compliance in others. This manner of influencing others' behaviors is known as \_\_\_\_\_ influence.**

Select correct option:

Transform

Managerial

Cultural

**Transactional**

HRM611 handouts page 53: Managers in their supervisory and administrative roles use various rewards and sanctions to induce compliance in others. This manner of influencing others' behaviours is known as 'transactional influence'.

MGT501 handouts page 177: leaders who exhibit transactional behaviors are more focused on accomplishing the task at hand and maintaining good working relations with subordinates by rewarding for performance

**Which one of the following stress is good because it makes you able to achieve something?**

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

The way people perceive and identify us, is best described by which of the following terms:

Select correct option:

**Perceived Self**

Projected Self

Private Self

Self-concept

(Page 1) **Perceived Self**: The way people see us.

(Page 2) The Perceived self is important because people will behave the way they identify you.

**According to research which of the following percentage reveals that all business communication fails to achieve the intended purposes.**

Select correct option:

**70 percent**

40 percent

65 percent

80 percent

**To achieve peak performance one must:**

Select correct option:

Increase stress level

Engage in the right amount of negative self-talk

Avoid input from others

### **Totally focus on the task at hand**

#### **Strive for Peak Performance:** (Page 47)

Strive to do the best what you can. Peak performance is the mental state necessary for achieving maximum results from minimum effort.

a. Experiencing peak performance in various tasks over a long period of time would move a person toward self-actualization.

**b. It involves extraordinary focus and concentration.**

c. Peak performers have a mission in their work and personal lives.

d. Charles Garfield says that peak performers have a mission in their work and lives, and are therefore fully committed.

#### **Which of the following is/are true about organizational communication?**

Select correct option:

Keep workers informed about what is going on in the organization

Help ensure that workers are knowledgeable about the organization's policies and practices

Focus on employees

**All of the given options**

**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

Select correct option:

**Cognitive**

Positive

Behavioral

Social

#### **The first step in problem solving is:**

Select correct option:

Noticing the problem

**Defining the problem**

Know a level of importance to the problem

Assigning someone to handle the problem

(HRM611 Handouts Page 134) **Ways to Solve Problems:** A highly recommended way of solving problems and making decisions is to use the following steps.

1. Awareness of the Problem.

2. Identify Causes of the Problem.

3. Find Creative Alternatives.

4. Weigh Alternatives.

5. Make the Choice.

6. Implement the Choice.

7. Evaluate the Choice.

(MGT503 Handouts Page 41-42) **Rational Model Step by Step:**

Defining Problem by gathering relevant information

Step 1 is identifying a problem.

Step 2 is identifying the decision criteria.

Step 3 is allocating weights to the criteria.

Step 4 involves developing alternatives.

Step 5 is analyzing alternatives.

Step 6 involves selecting an alternative.

Step 7 is choosing a course of action and implementing the alternative.

Step 8 involves evaluating the decision effectiveness.

**Emotional intelligence generally compacted with the ability to:**

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

**Positive self-talk is:**

Select correct option:

Bragging

Self-defeating

Saying positive things about yourself to yourself

Saying positive things about yourself to other people

Ref: basic method of building self-confidence is to engage in positive self-talk, saying positive things about oneself to oneself

**An individual who always agree with everyone and flexible to change has a \_\_\_\_\_ communication style.**

Select correct option:

**Supportive**

Reflective

Versatility

Emotive

**Group behavior is dependent upon clear cut exchange of views among group members because:**

Select correct option:

It is important to understand the joint actions people perform when they are together.

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

**None of the given options.**

**A notable consequence of perfectionism is that it often leads to a:**

Select correct option:

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**Identify which type of communication requires fewer human relations skills.**

Select correct option:

Written

**Non verbal**

Verbal

Unwritten

**The major factor behind self-defeating attitude and behavior is:**

Select correct option:

**Negative thinking**

Disorganization

Poor Planning

Losing temper

(Page 27) The major factor behind self-defeating attitude and behavior is a negative thinking.

**Which of the following country make more extensive use of body language as high-context culture?**

Select correct option:

**China**

France

Korea

Mexico

(Page 58) Chinese culture is high context culture. High-context cultures make more extensive use of body language.

**A person is able to perform better in which stress:**

Select correct option:

Work

**Positive**

Negative

Emotional

**A nonverbal indicator that a person is lying likely to be:**

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

**Frequent rubbing of the nose**

Facial expressions that last about four or five seconds

(Page 35) **Lying as Revealed by Nonverbal Communication**

A person's nonverbal behavior is often used to gauge whether he or she is telling the truth. Highly practiced liars are less revealing. Key facial clues of lying included a crooked smile, failure to look you in the e forced eye contact, and frequent nose rubbing.

**The extent to which an individual has broad interests and is willing to take risks called:**

Select correct option:

Emotional stability

Extroversion

Conscientiousness

**Openness to experience**

**Servant leaders:**

Select correct option:

Will not accept a salary that is higher than the salaries of those they lead.

Volunteer to do all of the "dirty" work for the group.

Expect their group members to serve them.

**Serve group members by helping them achieve their goals.**

(Page 54) Servant leadership stems naturally from a commitment to service.

**Which one of the following is NOT the characteristic of a group?**

Select correct option:

Share common goals

**One sided interaction**

Characterize themselves as members

Belongingness to members

(Page 12) **Characteristics of Groups**

The following statements are characteristics of the groups.

- ☐ Its members share common goals.
- ☐ They engage in frequent interaction.
- ☐ They define themselves as members.
- ☐ They are defined by others as belonging to the group
- ☐ They feel the group to be rewarding.

**Hamna is fast moving, hardworking, impatient and preoccupied with work, she has:**

Select correct option:

**Type A personality**

Traditional personality

Type B personality

Other directed personality

(Page 131) The Type A personality is characterized as fast moving, hardworking, time conscious, comparative, impatient and preoccupied with work.

**Culture is a learned and shared system of knowledge, beliefs, and:**

Select correct option:

Values

Attitudes

Norms

**All of the given options**

(Page 140) Culture is a learned and shared system of knowledge, beliefs, values, attitudes, and norms.

**The \_\_\_\_\_ leader is one who creates an atmosphere of motivation based on an emotional commitment and identity to her or her vision, philosophy, and style on the part of followers.**

Select correct option:

**Charismatic**

Transactional

Transformational

Coaching

The Charismatic Leader will typically attach themselves firmly to the identify of the group, such that to join the group is to become one with the leader. In doing so, they create an unchallengeable position for themselves.

[http://changingminds.org/disciplines/leadership/styles/charismatic\\_leadership.htm](http://changingminds.org/disciplines/leadership/styles/charismatic_leadership.htm)

**Charisma: (Page 51)**

An important quality for leaders at all levels is charisma, a type of charm and magnetism that inspires others. An effective leader usually needs some degree of this quality, although some effective leaders are not charismatic. Here we focus on three of the



many characteristics of charismatic leaders.

**a. Vision.** Effective leaders create a visual image of where the organization, or unit, is headed. Effective leaders project ideas and images that excite people, and therefore inspire employees to do their best.

**b. Passion, Enthusiasm, and Excitement.** Because of their contagious excitement, charismatic leaders stimulate group members. Enthusiasm helps build good relationships with team members, and excitement is contagious. The leader can express enthusiasm verbally and nonverbally through gestures, nonsexual touching, and so forth.

**The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.**

Select correct option:

Pure

Dictionary

Superficial

**Perceived**

**The key elements to ask questions when identifying the root cause of a problem are:**

Select correct option:

**People, materials and methods**

Effects, consequences and results

Equipment and services, attitudes and motivations

Qualitative, quantitative and impartial factors

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**Nasir frequently engages in negative self-talk which can be a problem because it:**

Select correct option:

Generate emotional illness

Lowers group morale

**Lowers self-confidence**

Confuses group members

**From management point of view, Human Relations are very important because it contributes to:**

Select correct option:

**Organizational effectiveness**

Equality among the workers

High turnover of employees

Control over employees

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Select correct option:

**Forced-association**

Challenge your Ruts

Borrow creative ideas

Play the roles of explorer

**To achieve peak performance one must:**

Select correct option:

Increase stress level

Engage in the right amount of negative self-talk

Avoid input from others

**Totally focus on the task at hand**

**Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:**

Select correct option:

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

**Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:**

Select correct option:

Ability to influence others

**Effectiveness in dealing with people**

Appreciation of people

Customer dealing

**Having certain character traits contributes to being trustworthy and being perceived as a trustworthy person. Which of the following is likely to be perceived as attribute of a leader who can be trusted?**

Select correct option:

Being Compassion

Act in selflessness manner

**Being honest**

All of the given attributes

(Page 51) Both leaders themselves and group members believe that being honest and sustaining trust, are important. Today's cliché is that leaders walk the talk.

Trust is a person's confidence in another individual's intentions and motives, and in the sincerity of that individual's words. Actions should not contradict words.

**All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:**

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

**De-emphasize nonverbal communication**

Observe cultural differences in manners/customs

**Which disorder can be treated successfully with medication and a supportive environment at home and on the job?**

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

(Page 30) Neurobiological disorders can be treated successfully with medication and a supportive environment at home and on the job

**From management point of view, Human Relations are very important because it contributes to:**

Select correct option:

**Organizational effectiveness**

Equality among the workers

High turnover of employees

Control over employees

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

**Ayesha is known for walking the talk, or showing consistency between her words and her actions. Ayesha has developed a reputation for:**

Select correct option:

Self-confidence

Emotional intelligence

**Trustworthiness**

High energy

(Page 51) Both leaders themselves and group members believe that being honest and sustaining trust, are important. Today's cliché is that leaders walk the talk.

Trust is a person's confidence in another individual's intentions and motives, and in the sincerity of that individual's words. Actions should not contradict words.

**Which of the following country make more extensive use of body language as high-context culture?**

Select correct option:

**China**

France

Korea

Mexico

**The two main components of self-esteem are:**

Select correct option:

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

**An individual who develops a strong work ethic will:**

Select correct option:

Be strongly motivated

Be qualified for a managerial position

Behave in a highly decent manner

**Develop a learning-goal orientation**

(Page 92) Developing strong work ethic is closely related to establishing a mission and goals.

**Which of the following is/are considered to be importance traits of effective leaders?**

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

**All the traits are included**

**One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?**

Select correct option:

Self-concept

Self-efficacy

Self-fulfilling prophecy

**Self worth**

**(Page 132) Self worth:** You should know your own worth and value of your work.

Basically it is marketing of your self as well as your capabilities

**Saying things about yourself such as "I may be stupid but..." or "I know I'm usually wrong but...." are examples of:**

Select correct option:

False modesty

Positive self-talk

**Negative self-talk**

Ways to make sure others do not expect too much from you

**(Page 47) Avoid Negative Self-Talk:**

Minimize negative statements about yourself in order to bolster self-confidence.

Negative self-statements such as "I may be stupid but..." and "I know I'm usually wrong but..." detract from self-confidence.

**To become a better listener, you should first learn to:**

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

**Negotiation may takes place:**

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

**All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:**

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

**Offensive attitude**

**All of the following are the characteristics of Type A personality EXCEPT:**

Select correct option:

Time conscious

**Easy-going**

Competitive

Fast moving

**A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions to a problem.**

Select correct option:

**Lateral thinker**

Intellectual

Emotionally intelligent person

Scholar